

ADMINISTRATIVE POLICY

- 1 It is the philosophy of OPTIONS to provide its staff members with the training and information necessary to ensure adequate performance of job duties. To this end, OPTIONS has developed a comprehensive training program. All staff members are required to attend specific training sessions within a predefined period of time. Staff members will be assigned such training at the time of New Employee Orientation (NEO).

- 2 When a staff person's job performance is not meeting the minimum standards set forth by OPTIONS, the following procedure will be utilized. (Note - OPTIONS does not utilize a systematic disciplinary procedure.) It is recognized by OPTIONS that certain action on the part of staff members may require immediate intervention. In such events, OPTIONS reserves the right to bypass any of the steps outlined below in this policy. The purpose of this procedure is to remedy inadequacy in job performance in a positive manner.
 - 2.1 The supervisor will informally talk to the particular staff person whose job performance is not meeting minimum job standards. At this time, the supervisor will make clear minimum expected standards, address any training needs, and attempt to remedy the situation in a positive manner.

 - 2.2 If the issue is not resolved, then the supervisor will document the concerns on a Conversation form and meet with the staff person to further discuss the particular issue. The Conversation form will outline the concerns the supervisor has, some of the comments made by the staff person and a specific plan to remedy the situation in a positive manner. The Human Resource Manager may also be notified, depending on the particular concern and participate in the meeting when the documentation is presented to the staff person. A copy of the Conversation form will be given to the staff person and placed in the staff person's personnel file. The Human Resource Manager may choose to meet with the staff person after the meeting to further discuss methods to remedy the situation in a positive manner.

 - 2.3 If a particular issue has been addressed and the staff person persists in failing to meet minimal standards, the supervisor will once again meet with the staff person and document concerns on a Conference form. The Conference form will outline the concerns the supervisor has, some of the comments made by the staff person, past attempts to remedy the concerns and a specific plan to remedy the situation in a positive manner. The Human Resource Manager will be notified and participate in the meeting when documentation is presented to the staff person. A copy of the Conference form will be given to the staff person and placed in the staff person's personnel file.

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- 2.4 If a staff person has had a Conference form presented to him/her and the concern persists despite efforts to remedy the issues in a positive manner, and/or the staff person has failed to fulfill obligations set forth in the Conference form as part of the improvement plan, then a decision may be made to terminate the employment of the staff member.

POLICY DATE: August 1999
REVISED: May 2004