

Nova Scotia HomeCare Association
Reporting and Discipline Policies for NSHCA Members

Approved 7-Dec-10

A. NSHCA – Reporting Policy for Members

The Association expects its members to be ambassadors for, and to speak highly of, the Association. Similarly, members are expected to speak highly of each other.

When a Member hears something favourable said about a fellow Member or about the Association, the Member is encouraged to pass on the information to the member and the association.

However, information is not always good, but we can and should be able to learn from it. By failing to inform the affected Member or the Association, a member is denying them an opportunity to learn and improve. To that end, should a Member hear the Association or a Member or a Member's staff being maligned or criticized, the Member should relay that information privately to the affected Member or to the Association.

B. NSHCA – Progressive Discipline Process for Members

Occasionally it will be necessary for the Association to discipline a member. The following four-step progressive discipline actions will be performed by the Association depending upon the nature of the offence. Note that serious offences such as physical or sexual assault and/or theft have zero tolerance.

1. Verbal Warning

- Member will be given a verbal warning regarding the undesirable behaviour or action.
- Member will be given an explanation of when and how the behaviour or action took place. This will include the reason as to why the behaviour or action was unacceptable
- Member will be given an opportunity to explain the situation and their actions. This should be his/her opportunity to give their side of the story.
- Member will be given a description the desirable and/or acceptable behaviour or actions.
- Member will be informed that further disciplinary action, up to and including termination, will follow if unacceptable behaviour continues.
- Member will be explained that the incident will not go into their file, but that it will be taken note of in order to follow up on possible further disciplinary incidents.

NOTE: Verbal warnings are given for, but not limited to, the following reasons:
Lateness; first incident of not following proper and accepted procedures.

2. Written Warning

- Member will be given a written warning regarding his/her undesirable behaviour or action in the event that the behaviour or action had either been discussed in a previous verbal warning or the behaviour or action was considerably severe in nature.
- Member will be given an explanation of when and how the undesirable behaviour or action took place. This will include the reason why the behaviour or action was unacceptable.
- Member will be given an opportunity to explain the situation and his/her actions. This should be his/her opportunity to give their side of the story.

- Member will be given a description of the desirable and/or acceptable behaviour or actions.
- Member will be provided with a copy of the written warning and another will be placed in the Member's file.
- Member will sign the document as proof that he/she has received it.
- Member will be explained that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

NOTE: Written warnings are given for, but not limited to, the following reasons:

Inappropriate or rude interaction with a client; repeated lateness with no reasonable explanation; insubordination; lack of adherence to Association standards or policies.

3. Suspension

- Member will be given written documentation regarding the suspension in relation to the undesirable behaviour or action in the event that the behaviour or action had either been discussed in a previous verbal or written warning or the behaviour or action was considerably severe in nature.
- The documentation will include information on the offence and the length of the term of suspension and why the Member has been suspended.
- Member will be given an explanation of when and how the undesirable behaviour or action took place. This will include the reason why the behaviour or action was unacceptable.
- Member will be given a description of the desirable and/or acceptable behaviour or actions.
- Member will be provided a copy of the suspension and another copy will be placed in the Member's file.
- Member will sign the document as proof that he/she has received it.
- Member will be explained that future disciplinary problems will be addressed with further progressive disciplinary actions up to and including termination.

NOTE: Suspensions are given for, but not limited to, the following reasons:

Persistent lateness or repeated absences with no reasonable explanation; an incident of verbal abuse to client, co-worker or management; repetitive lack of adherence to Association standards or policies.

4. Termination

- Member will be given written documentation regarding his/her termination and the undesirable behaviour or action leading to and justifying the termination.
- Documentation should include information on the offence and previous disciplinary communications with the Member.
- Member will be given a description of when and how the unacceptable behaviour or action took place. This will include the reason why the behaviour or action was unacceptable.
- Member will be given a description of the desirable and/or acceptable behaviour or actions.
- Member will be provided with a copy of the termination notice and another copy will be placed in the Member's file.
- Member will be escorted from the location immediately maintaining the dignity of the terminated Member by not making obvious to other Members that the Member has been terminated and for what reasons.

NOTE: Terminations are given for, but not limited to, the following reasons:

Physical or sexual assault; theft; repeated unsuccessful disciplinary attempts.