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**Subject: CODE OF CONDUCT/CORRECTIVE ACTION**

**Policy:**

All employees of Carlin House are “at will” employees. If unsatisfactory job performance is a problem, we may take corrective action before you are considered for termination. Violations of established Carlin House rules or misconduct, which interferes with or adversely affects your employment or our residents’ well being, will be sufficient grounds for corrective action. This may range from a verbal warning to immediate termination, depending upon the seriousness of the offense.

**Procedure:**

1. Grounds for Dismissal and Corrective Action

A. Types of Corrective Action

- 1) **Education/Coaching/Verbal Warning** – The employee will be confidentially informed of the specific offense or concern and an informal statement will be placed in the employee’s file. Information of future violations and disciplinary action will be included.
- 2) **Written Warning** – If the conduct giving rise to the verbal warning does not improve, if there are additional policy violations, or if the employee has committed a more serious offense, a written warning will be prepared stating the violation of Carlin House’s rules and regulations. We will inform the employee that further violations will lead to continued corrective action, including (if appropriate) termination. The employee is automatically on probation for a minimum of 90 days. Any violations within the probationary period will

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automatically move to termination of employment.

- 3) **Termination** – We will inform the employee of the specific offense, and a written statement will be placed in the employee’s file. A reference to previous violations (if applicable) will be made.

**B. Rules**

In any organization, it is necessary to have rules related to conduct and job performance. Employees are expected to exhibit professional behavior at all times. Violations, such as those listed below, may result in corrective action up to and including immediate termination. The Residence Manager, or designee, has the authority to correct an employee for conduct that is not in the best interest of our employees, residents, and Carlin House.

**2. Guidelines for Corrective Action/Code of Conduct**

**A. Group A Infractions (not limited to)**

- 1) Disregard of dress codes and/or personal hygiene.
- 2) Tardiness.
- 3) Loitering, loafing, failure to perform assigned duties.
- 4) Personal use of telephone during scheduled work hours.
- 5) Personal use of cellular phone during scheduled work hours; cell phones present while on duty at anytime, anywhere in the facility.
- 6) Failure to attend required meetings and in-services.
- 7) Unauthorized visits to Carlin House after scheduled hours.
- 8) Excessive visits by relatives/friends during the work shift.
- 9) Poor attitude.

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- 10) Unwillingness to help co-workers.
  - a) Corrective Action Steps
    - i) 1<sup>st</sup> Group A Infraction – Verbal warning
    - ii) 2<sup>nd</sup> Group A Infraction – Written warning
    - iii) 3<sup>rd</sup> Group A Infraction – Final written warning and/or 3 day unpaid suspension
    - iv) 4<sup>th</sup> Group A Infraction – Termination

(Example: if two or more infractions apply during the same meeting such as one Group A infraction and one Group B infraction is automatic written warning; each separate offense counts as one corrective action step)

**B. Group B Infractions (not limited to)-Bypass Verbal Warning**

- 1) Inconsiderate treatment of residents, visitors, co-workers. (Resident/Family Complaints)
- 2) Disruption of Carlin House routine.
- 3) Absence from work area without permission.
- 4) Irregular attendance and unexcused absence.
- 5) Text messaging or leaving a message is not an acceptable method of communication. Must make verbal contact/conversation with supervisor or appropriate personnel according to staff call off policy.
- 6) Clocking/Signing in/out for another employee.
- 7) Failure to follow a resident's request.
- 8) Failure to follow safety guidelines and procedures.
- 9) Smoking in an unauthorized area.
- 10) Disloyal, unethical conduct.
- 11) Distribution of unauthorized material.
- 12) Failure to cooperate with the management team in any inquiry concerning Carlin House and its operation.
- 13) Failure to follow workplace rules/policies and procedures.
- 14) Willful waste of supplies.
- 15) Accepting gifts from residents, family members and friends.
- 16) Failure to check on residents when required.

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- 17) Failure to report an accident/incident.
- 18) Failure to observe security policies.

a) Corrective Action Steps

- i) 1<sup>st</sup> Group B Infraction – Written warning
- ii) 2<sup>nd</sup> Group B Infraction – Final written warning and/or 3 day unpaid suspension
- iii) 3<sup>rd</sup> Group B Infraction – Termination

C. Group C Infractions - Violations of Important Concern (not limited to)

- 1. Lack of valid medication prescriptions upon confirmation of positive chemical test.

a) Corrective Action Steps

- I. Immediate Unpaid Suspension

D. Group D Infractions – Violations of Extreme Concern (not limited to)

- 1) Verbal, physical, mental abuse of another
- 2) Possession of a weapon.
- 3) Physical violence.
- 4) Theft.
- 5) Destruction of Carlin House, resident, staff property.
- 6) Use of illegal drugs and/or alcohol on Carlin House property or under drug and/or alcohol influence while at work.
- 7) Intoxication or use of intoxicants while on duty.
- 8) Immoral, indecent or obscene conduct.
- 9) Insubordination.
- 10) Falsifying records.
- 11) Violation of confidential information.
- 12) Absence of one workday without notification.

(No Call No Show)

Note: (#12 requires picking up and signing for final paycheck upon exit interview)

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- 13) Sleeping on duty.
- 14) Conviction of felony/misdemeanor (other than minor traffic offenses). In accordance with all Rules/Regulations/Guidelines according to State and Federal Regulations and requirements.
- 15) Negligence.
- 16) Gambling at a work location.
- 17) Possession, distribution, or sale of alcohol while on duty or on Carlin House property, including parking lots.
- 19) Unlawful use, possession, distribution, manufacture, sale, dispensation, concealment of drugs, including prescription drugs, while on Carlin House property, including parking lots.
- 20) Reporting to work or being at work while physically or otherwise manifesting any indication of usage of drugs, including prescriptions and over-the-counter drugs that might impair ability to perform safely consequential work.
- 21) Failure to comply with Carlin House substance abuse policy and procedure.
- 22) Positive test results in accordance with Carlin House substance abuse policy.
- 23) Failure to provide a valid prescription(s) from the physician in conjunction to a positive drug screen result in accordance with Carlin House substance abuse policy and procedure.
- 24) Inappropriate social media content on any social media internet site involving indirect or direct reflection of place of employment, resident's, co-workers, and/or management.

a) Corrective Action Steps

- i) 1<sup>st</sup> Group D Infraction – Termination

The Residence Manager or designee has the right to bypass any step in the procedure depending upon the seriousness of the infraction.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_