



Employee Expectations

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Policy Statement:

South Central Louisiana Human Services Authority (SCLHSA) provides access to high quality care to residents of Louisiana, regardless of their income or insurance coverage, and at a level of care appropriate to their behavioral health/developmental disability/medical needs. This high level of care can only be achieved when all employees/contractors conduct their work in a manner consistent with the agency mission. There may be times when an employee's work or behavior may not be consistent with that of a quality work environment. For those instances, SCLHSA has established a set of formal guidelines for Employee Expectations.

Rationale:

To provide guidelines for all staff to follow when considering job performance and/or job expectations.

Definitions:

- a. Suspension – Temporary exclusion from employment of an employee, either with or without pay, for disciplinary reasons or while criminal proceedings are pending or while an investigation is being conducted.
- b. Reduction in pay – An action taken for disciplinary reasons an employee's individual pay rate is reduced but the employee remains in the same job.
- c. Demotion – A change of permanent or probationary employee from a position in one job title to a different position allocated to a job with a lower maximum.

Procedure:

- A. The objective in administering this policy is to discipline all levels of employees in a uniform, consistent, and non-discriminatory manner.
- B. This process establishes a three (3) tiered process of review
 1. The first (1st) tier is the immediate supervisor recommending disciplinary action.
 2. The second (2nd) level review is with the Departmental Director.
 3. The third (3rd) level review is with the Executive Director or his/her designee and the Human Resources Director.

The employee always has the right to appeal any disciplinary action, as defined by Civil Service, to the Civil Service Commission for their review and decision.

C. The classification of misconduct assumes the full knowledge and consent of the person involved. The administering of discipline; however, shall take into consideration the circumstances under which the misconduct occurs. The types of misconduct include, but are not limited to, those listed below.

1. Group I Misconduct – Serious:

- a. Falsifying or directing anyone to falsify any record or document, including, but not limited to, payroll, employment records, and intentional documentation omissions or additions in the patient medical record to secure a higher reimbursement rate.
- b. Falsifying or deliberate withholding of information needed for the investigation of any incident or by authorities.
- c. Unauthorized possession, use, copying, or disclosing information contained in any records to unauthorized persons.
- d. Theft or unauthorized use of authority property or the property of others.
- e. Deliberate or negligent destruction of property or the property of others.
- f. Accepting or offering personal gifts, money, or services in return for special consideration in any SCLHSA business or service activity.
- g. Unauthorized possession or use of intoxicants, narcotics, hallucinogens, sedatives, alcohol, or other harmful substances on agency premises. Reporting for work under the influence of intoxications, narcotics, hallucinogens, sedative, alcohol, or other harmful substance.
- h. Unauthorized possession or use of any weapon on agency premises.
- i. Verbal or physical fighting or behavior of any type, which is unprofessional, inappropriate, disturbing, abusive, or injurious to employees, clients or others.
- j. Overt solicitation of and/or sexual activity on agency premises.
- k. Failure to render a service to a patient as required in an emergency situation.
- l. Negligent endangerment of patients, employees or other persons while performing job duties. Malicious or negligent mischief or conduct endangering others.
- m. Insubordination – The refusal to carry out the reasonable directions or instructions of a supervisor or other person in authority.
- n. Knowingly fail to provide appropriate services based on patient's financial circumstances.
- o. Misrepresentation of services and operations to clients, third party payers, or investigating authorities.
- p. Submission of claims that are known to be fraudulent or inaccurate.
- q. Using a SCLHSA computer or phone/internet connection to access websites or send e-mails with pornographic or sexually explicit material.
- r. Acceptance of tips, gratuities, or personal favors from patients, their families or significant others.
- s. Breaking the Patient Security Access Control (PSAC) by accessing a patient record without prior approval.

2. Group II Misconduct – Major:

- a. Deliberate or negligent disregard of safety regulations or common safety practices.
- b. Leaving the assigned work area during duty time without permission of a supervisor or another person in authority.
- c. Verbal reprimand of an employee in the presence of patients, visitors, and/or staff.
- d. Spreading false or malicious information or rumors.
- e. Threatening, intimidating, or coercing another employee.
- f. Sleeping while on duty.
- g. Careless performance of job duties.

- h. Failure to disclose outside employment upon receipt of formal job offer.
 - i. Failure to provide or properly complete payroll documents (i.e. leave slips, time and attendance forms, overtime requests) with appropriate, valid signatures, and/or other information as required by the State Civil Service Department and mandated by the Legislative Audit in accordance with Louisiana Revised Statute 24.516.
 - j. Failure to attend/complete mandatory training in a timely manner.
3. Group III Misconduct – Minor:
- a. Refusal to wear and/or properly display the identification badge.
 - b. Excessive unscheduled absenteeism.
 - c. Excessive tardiness.
 - d. Failure to report accidents or other incidents of concern to a supervisor promptly.
 - e. Posting or removing notices or distributing literature on premises without proper authorization.
 - f. Selling, or attempting to sell, or taking orders for any commodity, product or service on SCLHSA premises without proper authorization.
 - g. Smoking or eating in unauthorized areas or at unauthorized time on SCLHSA premises.
 - h. Creating unsafe or unsanitary conditions, or contributing to such conditions by acts or either commission or omission.
 - i. Unauthorized use of SCLHSA telephones for personal needs.
 - j. Excessive use of the Internet or e-mail that is not work related.
 - k. Neglect of one's appearance, uniform, dress, or personal hygiene, or failure to comply with the SCLHSA's and department's approved dress code.
 - l. Failure to notify a supervisor prior to start of shifts when absent from work according to the specific instructions of a supervisor or department. Failure to follow proper departmental call-in procedures.
 - m. Exhibiting poor customer relations skills to employees, visitors, and patients, including, but not limited to, telephone etiquette, written or verbal communication, and/or physical gestures.
 - n. Working overtime without prior approval from a supervisor or other person in authority.
- D. Employees who are arrested for felony charges may be subject to suspension from duty without pay pending criminal proceedings when an indictment or bill of information has been filed with prior Commission approval. As provided in Civil Service Rule 12.5, suspensions of this nature are subject to the following:
- 1. The criminal charges involve conduct, which, if proved, would constitute for the employee's dismissal.
 - 2. The employing agency cannot obtain sufficient information to initiate dismissal proceedings.
 - 3. The Appointing Authority's request for approval of a suspension under this rule must explain why the conduct would be cause for dismissal, why the employee cannot be allowed to work in any capacity, and why sufficient information to initiate dismissal proceedings cannot be obtained. The request must also include documentation that an indictment or bill of information has been filed.

Before approving a suspension under this rule, the Civil Service Commission shall furnish the employee a copy of the Appointing Authority's request and shall provide the employee a reasonable opportunity to respond.

A permanent employee suspended under this rule must be given written notice before the time the suspension begins. This notice must comply with Rule 12.8 to the extent possible.

- E. For violations not identified above, appropriate disciplinary action shall be determined by the Department Manager, with the approval of the Clinical Director or Developmental Disabilities Director, Director of Human Resources and the Executive Director.
- F. Department Managers and supervisors shall act directly and promptly when they encounter employee conduct that is in need of correction. If the involved employee is not under their active supervision, the conduct needing correction shall be reported to the employee's supervisor, manager, or Department Director. Failure to respond or implement appropriate corrective action may result in disciplinary action up to and including dismissal.

G. Standard Discipline

In general, and if appropriate depending on the situation, an employee should initially be verbally counseled regarding their behavior or work habit prior to receiving a written counseling. Verbal or written counseling is not required as part of the formal disciplinary process in Group I offenses.

All violations may be combined on a progressive basis for disciplinary action considering any previous violation. These violations can be related or unrelated. This progression is designed to make each and every employee aware of the serious nature of the violation in hopes that future discipline will not be necessary.

All disciplinary actions as defined by Civil Service must be reviewed by and have prior approval of the Executive Director and the Human Resources Director.

Pre-discipline Procedure "Loudermill" process – This procedure is required before all formal disciplinary actions against permanent employees except emergency suspensions. It provides written notice of the proposed action and the reasons thereof, a description of evidence supporting the proposed action, and a reasonable opportunity for the employee to respond (minimum of three (3) working days) to the charges. The Human Resources Department shall initiate the "Loudermill" procedure upon receipt of appropriate disciplinary documentation. Refer to Civil Service Rules 12.7 and 12.8 for specific details.

The disciplinary actions resulting from misconduct covered by Groups I, II, and III may be adjusted or modified by the Executive Director depending on the circumstances involved.

1. First Offense – Counseling:

When an employee violates an Employee Expectation or a policy for the first time, and when appropriate, the supervisor should counsel the employee, with written documentation of the counseling.

2. Second Offense – Written Reprimand

When an employee violates an Employee Expectation or a policy of the same category for the second time, the supervisor should complete a written reprimand on the employee using the SCLHSA Supervision Note template.

3. Third Offense – Recommendation of Disciplinary Action

On the third offense, the supervisor should meet with the Clinical or Developmental Disabilities Director and Human Resources Director to recommend a disciplinary action.

4. Disciplinary Period:

When recommending disciplinary action, supervisors should review discipline history, taking into consideration the last time the employee was counseled, reprimanded, or disciplined and the rule violated. As a guideline, supervisors should consider rule violations

in the past year if the rule violations are different. Supervisor should consider rule violations in the past 18 months to 2 years for similar rule violations. This information should be presented to the Clinical or Developmental Disabilities Director and Human Resources Director.

H. Guidelines for Counseling Employees

1. Preparing for the Meeting requires the supervisor to give consideration to the whole problem as signified in the checklist below.
 - a. Do I know all of the facts accurately?
 - b. Is the employee receiving the same treatment others have received for the same offense?
 - c. Did the employee know the rule? If not, should he or she reasonably have known it? Do I have evidence that the employee was provided with the rule?
 - d. Has the rule been applied reasonably in this case?
 - e. In appropriate cases, has the employee been previously warned/ counseled and given lesser penalties consistent with the Employee Expectations policy?
 - f. Is the employee personally guilty? Or is she/he guilty by association with another?
 - g. Am I being fair and impartial?
 - h. Does the discipline fit the offense?
 - i. What is the employee's past disciplinary record?
 - j. Does the employee have a reasonable justification for the rule violation?
2. During the meeting, the supervisor must maintain a constructive approach when presenting the issue to the employee as outlined below.
 - a. The conference should be informal and private as possible so the supervisor and the employee will be at ease and can discuss the matter amicably.
 - b. The supervisor should state the reason for the meeting and encourage the employee to tell his or her side of the story. Both the supervisor and employee may ask questions to get full details. Written notes/documentation should be part of any meeting.
 - c. Listen to the employee's explanation with an open mind, restricting the discussion to the matter at hand.
 - d. The supervisor then determines whether written counseling is necessary or more serious disciplines are recommended. Written counseling is administered via the SCLHSA Supervision Documentation Form. This is reviewed with the employee and placed in the department's supervisory file for the employee.
 - e. If more serious discipline is recommended (i.e. suspension, demotion, dismissal), the supervisor will advise the employee that the SCLHSA Supervision Documentation Form along with their recommendation will be forwarded in accordance with the procedure outlined.
 - f. After all the facts have been gathered, analyzed, and evaluated, and it is determined that disciplinary action is appropriate, the pre-discipline process (conducted by Human Resources) is then required.
 - g. After the employee has responded to the pre-discipline letter or the response period has lapsed, the Executive Director will make a decision on the final action to be taken.
 - h. The employee will be notified in writing of the final action to be taken.
 - i. The employee will then have the right to proceed with any applicable appeals procedures.
 - j. Within thirty (30) days of receipt of final action, employees have the right to appeal all discipline to Civil Service as prescribed by Chapter 13 of the Civil Service Rules. Employees may request a copy of Chapter 13 from the Human Resources Office or by contacting the Appeals Section of Civil Service.

I. Exceptions

All exceptions to this policy must be approved by the Executive Director of SCLHSA. Some exceptions may require Civil Service approval.

Compliance Requirement:

- State of Louisiana Civil Service Department and mandated by the Legislative Audit in accordance with Louisiana Revised Statute 24:516
- Civil Service Rule 12.5, 12.7, and 12.8
- Civil Service Chapter 13

Attachments:

SCLHSA Supervision Document Form

Linkages:

There are no linkages for this policy.