

## **Network of Community Options, Inc. Employee Personnel Policies Addendum**

ISSUE DATE: July 2025

To help establish minimum acceptable performance/conduct levels and ensure consistent treatment of employees, it shall be the policy of NCO to adopt a strict adherence to the established standards. The standards are intended to identify “common” problems associated with employee performance and conduct, and through constructive actions, help the employee achieve success. The purpose of a standard is not intended to ignore extenuating circumstances and the individuality of situations that arise, but rather to be the starting place and common ground for which disciplinary decisions are to be made. Deviations from the standards must be made when extenuating circumstances warrant. When circumstances are identified, they must be thoroughly documented, and the disciplinary action or non-action must be recorded. This is to be accomplished by completing a counseling statement. Infractions are defined as a violation of the standard and will be documented with a counseling statement or written warning.

Supervisors must uniformly and consistently apply disciplinary actions among their employees. Further, they must provide feedback on performance and conduct to their employees. It is their responsibility to counsel employees whenever appropriate. The intention of the counseling is to provide feedback and communication with the employee for the purpose of correcting problems and hopefully avoiding the necessity of formal action. Feedback on positive performance and conduct should also be provided, preferably regularly.

As described in this policy, all formal disciplinary actions are progressive in nature unless the situation is severe enough to warrant immediate termination. Suspensions are without pay. Actions described as inactive are in relation to the amount of time before an employee can reapply for a position with NCO. As designated, certain disciplinary actions will be considered inactive after a specific period. All such actions are documented on NCO forms for these purposes.

**The following are those standards considered to be most common:**

- 1. Injurious physical abuse or neglect of clients and gross non-injurious neglect**  
1<sup>st</sup> offense: termination
- 2. Non-injurious actions of incitement against clients to include non-injurious abuse, non-injurious neglect, client exploitation, and verbal abuse**  
1<sup>st</sup> offense: Infraction plus 5 days suspension  
2<sup>nd</sup> offense: Termination  
Inactive-5 years
- 3. Non-injurious actions of incitement against clients to include non-injurious abuse, non-injurious neglect, failure to assist with oral medications, blood sugar monitoring, narcotics, or other controlled substances, appropriate**

**documentation, and other necessary assistance with various medical procedures.**

**Class 1:**

- 1<sup>st</sup> offense: Infraction
- 2<sup>nd</sup> offense: Infraction plus 5 days suspension
- 3<sup>rd</sup> offense: Termination
- Inactive-5 years

**Class 2:**

- 1<sup>st</sup> offense: Written Counseling Statement
- 2<sup>nd</sup> offense: Infraction
- 3<sup>rd</sup> offense: Infraction plus 5 days suspension
- 4<sup>th</sup> offense: Termination

4. **Failure to report suspected client abuse or neglect**
  - a) According to the incident, the same disciplinary action is imposed on the party(ies) responsible for the incident
  - b) Disciplinary action can be modified when valid extenuating circumstances such as threats or coercion exist that caused failure to report, or delay in reporting.
  - c) When a party(ies) responsible for the incident cannot be determined, the offense will be considered as a failure to follow administrative rules and regulations.
5. **Aggressive, provoking behaviors that result in violence to a person or his/her property, or physical fights between two or more people on NCO property, to include resumption of violence once a situation has been brought under control**
  - 1<sup>st</sup> offense: Termination
6. **Abusive language or other actions occurring on NCO property that cause apprehension to another, or disputes between two or more people to include resumption of an altercation once the situation has been brought under control**
  - 1<sup>st</sup> offense: Infraction
  - 2<sup>nd</sup> offense: Infraction plus 5 days suspension
  - 3<sup>rd</sup> offense: Termination
  - Inactive-3 years
7. **Discrimination Class 1—Willful, separate treatment of people because of sex, race, age, religion, national origin, handicap, or political affiliation.**
  - 1<sup>st</sup> offense: Termination
8. **Discrimination Class 2—Non-willful, separate treatment of people as item VI. Whereby the treatment was non-intentional, but the effect constituted a separate treatment. Such treatment can be limited to employment practices**

**or delivery of services and include harassment in the form of derogatory or disparaging remarks, among other forms.**

1<sup>st</sup> offense: Infraction

2<sup>nd</sup> offense: Infraction plus 5 days suspension

3<sup>rd</sup> offense: Termination

Inactive-3 years

**9. Theft of NCOs, clients', or another employee's property**

1<sup>st</sup> offense: Termination

**10. Misuse of NCO property Class 1—Loss of, or severe damage to NCO property, or of the property of clients through employee intent**

1<sup>st</sup> offense: Infraction plus 3 days suspension and restitution. Failure to provide restitution will result in termination.

2<sup>nd</sup> offense: Termination

Inactive-5 years

**11. Misuse of NCO property Class 2—Loss of, or severe damage to NCO property or the property of clients through employee negligence**

1<sup>st</sup> offense: Infraction

2<sup>nd</sup> offense: Infraction plus 5 days suspension

3<sup>rd</sup> offense: Termination

Inactive-3 years

**12. Insubordination Class 1—Willful and deliberate refusal to comply with a supervisor's request, when such request is reasonable, is within the scope of the employee's job responsibilities, and would not pose a safety or welfare hazard to the employee or others. Insubordination Class 1 includes, but is not limited to, an employee's refusal to acknowledge by signature the receipt of required documentation when the refusal is witnessed by a third party.**

1<sup>st</sup> offense: Infraction plus 5 days suspension or termination upon discretion of the Direct Supervisor and Executive Human Resources Director or designee.

2<sup>nd</sup> offense: Termination

Inactive-5 years

**13. Insubordination Class 2—Failure to accept authority by lack of cooperation with, being argumentative with, or being impertinent to supervisors or managers.**

1<sup>st</sup> offense: Infraction plus 5 days suspension or termination upon discretion of the Direct Supervisor and the Executive Human Resources Director or designee.

2<sup>nd</sup> offense: Termination

Inactive- 3 years

**14. Abuse of position—Use of position for personal gain, whether due to friendship, collaboration, special favors, gifts, etc. Abuse of position includes, but is not limited to, threats, coercion, or intimidation of others.**

1<sup>st</sup> offense: Infraction plus 5 days suspension and/or termination upon discretion of Direct Supervisor and Executive Human Resources Director or designee  
2<sup>nd</sup> offense: Termination

**15. Poor job performance, failure to complete work assignments acceptably; poor work quality or failure to follow instructions (written or verbal)**

1<sup>st</sup> offense: Counseling statement  
2<sup>nd</sup> offense: Infraction  
3<sup>rd</sup> offense: Infraction plus 5 days suspension  
4<sup>th</sup> offense: Termination  
Inactive- 3 years

**16. Falsification—Making false statements pertaining to work-related issues, either in verbal or written form**

1<sup>st</sup> offense: Infraction plus 5 days suspension  
2<sup>nd</sup> offense: Termination  
Inactive-5 years

**17. Use of alcohol or illegal drugs while on duty**

1<sup>st</sup> offense: Termination

**18. Failure to physically report to work at scheduled duty time**

Class 1—Thirty minutes or more, but less than two hours tardy

1<sup>st</sup> offense: Infraction  
2<sup>nd</sup> offense: Infraction plus 5 days suspension  
3<sup>rd</sup> offense: Termination  
Inactive- 3 years

Class 2—Absent from duty station, without approval for any portion of the scheduled shift, including walking off the job or leaving without the supervisor's knowledge

1<sup>st</sup> offense: Infraction and absence charged to leave without pay  
2<sup>nd</sup> offense: Infraction and absence charged to leave without pay, plus 2 additional suspension days  
3<sup>rd</sup> offense: Termination  
Inactive- 3 years

Class 3- Exhibiting a pattern of reporting to work for five to thirty minutes tardy, the pattern will be defined by the immediate supervisor

1<sup>st</sup> offense: Counseling statement  
2<sup>nd</sup> offense: Counseling statement  
3<sup>rd</sup> offense: Infraction  
4<sup>th</sup> offense: Infraction plus 2 days suspension  
5<sup>th</sup> offense: Termination  
Inactive- 3 years

19. **Sleeping on duty**  
1<sup>st</sup> offense: Infraction plus 5 days suspension and/ or termination upon discretion of the Direct Supervisor and Executive Human Resources Director or designee.  
2<sup>nd</sup> offense: Termination  
Inactive- 3 years
20. **Misconduct—On-duty or off-duty behavior that results in adverse impact, which may include, but is not limited to, loitering or visiting at the job site, malicious gossip, and making derogatory remarks about the organization**  
1<sup>st</sup> offense: Infraction  
2<sup>nd</sup> offense: Infraction plus 5 days suspension  
3<sup>rd</sup> offense: Termination  
Inactive- 3 years
21. **Conviction for any offense by a court of law or admission of guilt to commit an offense punishable by law, that has a direct job relationship, excluding minor traffic convictions**  
1<sup>st</sup> offense: Termination
22. **Possession of firearms, deadly weapons, or explosives at the workstation or on NCO property, including on the person, inside personal belongings, inside vehicles parked on NCO property, or used during work hours, or otherwise brought on NCO property**  
1<sup>st</sup> offense: Termination
23. **Abandonment of position—Failure to report to duty or properly notify and obtain permission for absence**  
1<sup>st</sup> offense: Termination
24. **Garnishments—A single indebtedness in excess within a 12-month period**  
1<sup>st</sup> offense: Verbal discussion  
2<sup>nd</sup> offense: Written warning/counseling statement  
3<sup>rd</sup> offense: Final written warning and/or termination as determined by the Direct Supervisor and Executive Human Resources Director  
4<sup>th</sup> offense: Termination
25. **Breach of confidentiality, including client matters, protected health information of a client, and personally identifiable information of a client or another employee**  
1<sup>st</sup> offense: Infraction  
2<sup>nd</sup> offense: Infraction plus 5 days suspension  
3<sup>rd</sup> offense: Termination  
Inactive- 3 years

- 26. Smoking in non-designated areas and/or smoking in the presence of program participants**  
1<sup>st</sup> offense: Counseling statement  
2<sup>nd</sup> offense: Counseling statement  
3<sup>rd</sup> offense: Infraction  
4<sup>th</sup> offense: Infraction plus 3 days suspension  
5<sup>th</sup> offense: Infraction plus 5 days suspension  
6<sup>th</sup> offense: Termination  
Inactive- 3 years
- 27. Intentionally submitting a fraudulent or inaccurate time sheet**  
1<sup>st</sup> offense: Termination
- 28. Appearance code—staff dress, grooming, and appearance are the responsibility of the individual under these guidelines:**  
1. Dress and grooming should not substantially disrupt the educational process  
2. Staff should not wear or use emblems, insignia, badges, or other symbols that cause substantial disruption or interference with the operation of the organization  
3. Basic rules to be followed at NCO include, but are not limited to the following:  
a) no bareback, midriffs, fishnets, halter tops, or see-through blouses or shirts  
b) shorts and skirts may be worn if the length is 2-3 inches above the knee  
c) no gym shorts, Lycra spandex bicycle shorts or pants, pajama pants, or house shoes  
d) Staff should not wear clothing with written messages pertaining to alcohol, drugs, obscenities, sex, words with double meanings or profanities  
1<sup>st</sup> offense: Counseling statement  
2<sup>nd</sup> offense: Counseling statement  
3<sup>rd</sup> offense: Infraction  
4<sup>th</sup> offense: Infraction plus 3 days suspension  
5<sup>th</sup> offense: Infraction plus 5 days suspension  
6<sup>th</sup> offense: Termination  
Inactive- 3 years
- 29. Failure to participate in or obtain training for licensure requirements and/or certification standards—Failure to attend scheduled training or programming that would lead to any DDS/DHS noncompliance and/or failure to obtain certification from the Department of Education through a deficiency removal plan**  
1<sup>st</sup> offense: Termination

**30. Failure to observe any standard contained in this addendum applicable to the employee's work being performed**

1<sup>st</sup> offense: Infraction

2<sup>nd</sup> offense: Infraction plus 5 days suspension

3<sup>rd</sup> offense: Termination

Inactive- 3 years