

Policy and Procedures

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Title: General Rules of Remediation

Date issued / last revision: December 26, 2003

Date effective: Immediately

General Rules of Remediation

Statement:

History has taught us that some measures for conduct are essential to the well being of an organization whenever two or more people interface. Therefore Cooperstown Medical Transport, Inc. (CMT) must have rules and regulations for its own particular guidance. The extent that we observe these rules determines our success as an organization, and in the present context, as a provider of an important component of the health care system.

Motivation for our desire to live with and live by our rules comes from many sources; the most powerful being that which we each possess - our own will. This quality can be termed as self-discipline.

Because there are times when we are fallible, our company has seen fit to augment our inherent self-discipline with some commonsense rules and a procedure for remediation.

Purpose:

This policy establishes guidelines for employee remediation.

Scope:

This policy applies to all employees, full time, part time, per diem and interns.

Policy:

1. This policy and procedure is not meant to change the “at will” relationship between the employee and CMT.
 - a. “At will” means the employee or CMT may terminate employment at any time, with or without cause.
2. There are four basic steps in CMT’s remediation procedure. Management will determine the seriousness of the problem and decide the course of action to be taken. The procedure **may** include one or more of the following:
 - a. **Oral Counseling:** When a problem occurs, the employee will be counseled by a Supervisor in an effort to eliminate any possible misunderstanding and to correct the situation. The employee may receive a verbal warning.
 - b. **Written Corrective Action:** Employees will receive a written warning in a meeting with a Supervisor following serious, intentional or repeated problems. This notice will outline the problem, the actions necessary to correct the problem, and a time limit for the correction. This notice will be sent to the Director of Operations and the Secretary / Treasurer for placement in the employees personnel file.
 - c. **Final Written Warning:** Employees will receive a written warning following serious misconduct or further repeated problems. This provides formal notice that further problems may lead to suspension or termination of employment. This notice will be sent to the Director of Operations and the Secretary / Treasurer for placement in the employees personnel file.

- d. **Suspension / Discharge:** Suspension or termination of employment due to serious offense or failure to correct problems as outlined in the above steps.
3. Mediation may be appropriate when there is a question concerning the application or interpretations of a specific provision of the manual. Individual salaries, performance reviews, days off, schedule changes or reduction in work force are not subject to mediation.
4. Mediation requests by employees will be processed in the following manner. Nothing in the following steps implies a change in the “at will” employment status. (Refer to *General Rules of Conduct* policy).
 - a. Step #1 - Discussion of the matter with the supervisor at a mutually convenient time. A written presentation can be made at this time if the employee prefers.
 - b. Step #2 - If the subject of concern is not settled within a reasonable length of time, a written report may be presented by either party to the Director of Operations who will respond within ten working days.
 - c. Step #3 - Concerns regarding a discharge or suspension will be communicated directly to the Director of Operations.
 - d. Step #4 - A request for mediation may be submitted to the Company Board of Directors if prior attempts to achieve a satisfactory conclusion have not been successful.
5. Refer to *Controlled Substance Plan* for remediation in reference to controlled substances.