



PT-3

PUBLIC TRUST POLICY

In effect:

Authorized by:

PT-3 Supervisory Corrective Actions

I. Purpose

It is the purpose of the Sam Bass Fire Department (SBFD) to maintain behavioral and work performance standards that maintain and inspire the public trust of those we serve. It is the intent of this policy to provide consistent methods and procedures for corrective actions taken by supervisors to address personnel performance or behavior issues.

II. Policy

All members are charged with the responsibility of maintaining full knowledge and understanding of all SBFD policies. Strict compliance with these will be required, and failure to be aware of their existence or to fully understand their content will not be an acceptable reason for non-compliance.

All members are also charged with the responsibility of behavior and conduct that will ensure the public that they are being cared for by professional and competent people that are focused on providing the best emergency response care possible.

SBFD subscribes to the concept of progressive discipline, except that major violations may require more severe actions. Those actions may range from a verbal counseling up to and including a termination.

Members who fail to comply with SBFD Policies and shall be subject to corrective or disciplinary action up to and including a termination. Supervisors, who fail to carry out their responsibility to maintain acceptable standards of conduct of those members under their command, or fail to recommend action commensurate with any violation, may be cited for failure to perform their duties, and therefore they will be subject to disciplinary action.



III. Procedure

A. At the first indication of substandard work performance, inappropriate behavior, or for minor violations, the supervisor should initiate the process with a Verbal Counseling. A counseling session should be conducted with the member that clearly defines the problem to be corrected or undesirable behavior to be changed. It is appropriate to include other supervisors of the member's chain of command during this counseling session, if desired.

B. The supervisor should provide documentation of this Verbal Counseling to be held in the member's personnel file for reference for a period of 12 months as a minimum.

C. Should the substandard work performance continue, or for more serious violations, the supervisor should progress to the next stage of the process, which is the *Notice of Unacceptable Performance or Behavior*. A counseling session should be conducted with the member that clearly defines the problem to be corrected or undesirable behavior to be changed. The counseling session must be documented formally and submitted in memo format to the Fire Chief. The written *Notice of Unacceptable Performance or Behavior* should contain a factual description of the unacceptable performance or behavior and a direct order stating specifically what must be done to improve. It is appropriate to include other supervisors of the member's chain of command during this counseling session.

D. The supervisor should advise the member that he/she may respond in writing to the *Notice of Unacceptable Performance or Behavior*. This response must be submitted back to the initiating supervisor within 72 hours. Both the *Notice of Unacceptable Performance or Behavior* memo and the member's response should be typewritten and signed by the member and the supervisor. The *Notice of Unacceptable Performance or Behavior* shall then be kept in the member's personnel file.

E. Should the substandard work performance continue or the violation be so serious that neither a Verbal Counseling nor *Notice of Unacceptable Performance or Behavior* is deemed appropriate by the supervisor, then the problem should be referred through the member's chain of command to the Fire Chief. At that time, the situation will be evaluated on a case by case basis and action taken to remedy the situation through disciplinary means including possible suspension, demotion and termination.