



*Strengthening Nevada through AmeriCorps and Volunteerism*

## **Volunteer Discipline Procedures**

### **7.1 CORRECTIVE DISCIPLINE PROCEDURES**

1. If a volunteer is not following policy and procedure, the Coordinator of Volunteers will discuss the issue verbally with the volunteer.
2. A notation will be made on the volunteer's application.
3. If the issue cannot be resolved, the volunteer will be asked to resign.
4. If the issue is temporarily resolved, but re-occurs, the volunteer will be instructed to meet with the Coordinator of Volunteers in person.
5. At this point the volunteer will be asked to resign because he/she cannot comply with the Meals On Wheels Policy.

(See policy entitled Termination of a Meals On Wheels volunteer)

<http://www.sudburymeals.org/800x600/pdfs/sec7.pdf> Meals on Wheels (Sudbury)

*Volunteer Policy and Procedure Manual*

8-20

## **HUMAN RESOURCES MANUAL POLICY PROGRESSIVE DISCIPLINE**

The aim of progressive discipline is constructively to bring about a favourable change in behaviour where such is necessary.

Disciplinary action is taken only after the incident has been thoroughly investigated and the employee/volunteer concerned has been heard.

### **GUIDELINES**

Under normal circumstances, where policies, procedures, or professional practices are ignored or contravened, progressive discipline of employees is implemented in four stages: verbal warning, written warning, suspension, and dismissal. Discipline of volunteers is implemented in three stages: verbal warning, written warning, and dismissal.

Generally, the initial occurrence of a minor incident warrants only a verbal warning. Continuation of



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further minor incidents may result in progressive disciplinary action up to and including discharge.

More serious incidents may result in a more severe disciplinary action for the initial occurrence up to and including discharge.

For employees, discharge usually applies only where reasonable efforts to correct the behaviour have occurred and the employee continues to demonstrate unsuitability for the position or where there has been an occurrence of intolerable misconduct such as:

- falsifying employment information
- unapproved absence exceeding three days
- misuse of approved leaves of absence
- excessive, frequent or unauthorized absences
- wilful misconduct, disobedience or insubordination
- gross neglect of duties
- violation of the AIDS Committee of Toronto (ACT) policies and procedures
- abuse/harassment of clients, employees, volunteers or members of the public
- evidence of alcohol or drug induced impairment on the job
- falsification and/or unauthorized disclosure of ACT records
- unauthorized use, removal or destruction of ACT property
- unethical behaviour
- criminal actions (including theft and assault)

For volunteers, discharge may occur if the volunteer does not adhere to ACT policies, ACT procedures, or the Volunteer Code of Conduct (see Rights and Responsibilities, [HR # 9-20](#)).

#### EXPECTATIONS/RIGHTS

Before disciplinary issues arise, it is expected that the manager will have given reasonable expectations (oral and written) to the employee/volunteer.

Managers are to discuss all proposed written warnings, suspensions and terminations with the Executive Director/Program Volunteer Coordinator before proceeding to take action.

Employees in the bargaining unit are entitled to have a union steward present at all disciplinary



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meetings.

#### RECORDS

For employees, records of disciplinary actions are removed from the personnel file by the Executive Director two years following the date of the discipline, provided the employee's record has been discipline free for that two year interval.

<http://www.actoronto.org/policy.nsf/30dbad2f57d98086852568900053518b/0b010f5d5e9b326285256926007054bc!OpenDocument>

#### **Other Good Resources: Books**

Discipline and Dismissal of Volunteers – The Corrective Action Continuum by **Linda Graff**

Where's the Line? Establishing Position and Relationship Boundaries for Volunteers by **Linda Graff**