

RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

PURPOSE

The purpose of this policy is to establish the standards of conduct for Richmond Redevelopment and Housing Authority (RRHA) employees and to prescribe procedures for progressive discipline. This policy establishes rules of professional conduct, unacceptable workplace conduct, and corrective action procedures that may be imposed to address behavior and employment problems.

I. PERSONS TO WHOM POLICY APPLIES

- A. This policy applies to all full-time salaried and hourly employees. It excludes employees who are serving probationary periods.

II. DEFINITION(S)

- A. **Corrective Action** – Any action taken by management to address workplace problems or behavior. Corrective action may range from informal counseling to formal disciplinary action including demotion or termination.
- B. **Counseling** – An informal discussion between an employee and his/her supervisor concerning the employee’s work performance or behavior.
- C. **Demotion** – An employee’s reassignment to a position in a lower pay range.
- D. **Dismissal** – Termination by management for an employee’s unsatisfactory work performance or behavior.
- E. **Disciplinary action** – An action taken by management in response to an employee work performance or behavior. Disciplinary action may range from counseling to termination.
- F. **Acceptable conduct** – Positive expectations for work performance and workplace behavior.
- G. **Suspension** – The removal of an employee from work, with or without pay. Suspensions are imposed as part of a disciplinary action or to remove the employee from the workplace pending an investigation or a court action.
- H. **Unacceptable conduct** – Unacceptable employee behavior for which specific disciplinary action is warranted.

III. CORRECTIVE ACTION

- A. Corrective action should be used as soon as a supervisor becomes aware of an employee’s unsatisfactory work performance or behavior, or if an employee violates an established work rule or policy. Depending on the situation, various corrective action approaches may be appropriate. Supervisors should consult with the Human Resources Director, or

**RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY**

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

designee regarding the appropriate corrective action. All documentation to support a corrective action must be maintained in the employee's original personnel file.

IV. TYPES OF CORRECTIVE ACTIONS

A. Counseling

1. Counseling discussions are intended to place an employee on notice of unacceptable work performance or behavior that is not consistent with the standards of acceptable workplace conduct at the RRHA. While it is hoped that most performance and behavior problems can be resolved through informal counseling, counseling is not a prerequisite to formal disciplinary action.
2. Counseling should consist of a private discussion between the employee and their supervisor regarding the desired course of action to improve the employees' performance or behavior and the supervisors' expectations for employees.

B. Probation

1. Probation is intended to allow an employee a period of time to improve performance. The probation should last for a predetermined amount of time not to exceed ninety (90) days. During the probation the employee will be placed on a corrective action plan, with specific expectations for improvement. The employee must demonstrate a willingness to meet and maintain the conduct or work requirements as specified by the supervisor.
2. At the end of the probation, the employee will either be returned to regular employee status, or if established goals are not met, be subject to further disciplinary action, up to and including termination. In certain situations, the RRHA may extend the probationary period.

C. Suspension

1. Supervisors may suspend an employee with or without pay for a period not to exceed five (5) working days. Suspensions for a period of six consecutive working days or more should have prior approval of the Department Director. A letter of suspension should be mailed or hand-delivered to the employee. The letter should include the reasons for the suspension, the pay status during probation, the effective date, and a warning of further disciplinary action which could result if the performance or behavior is not corrected.

D. Demotion

RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

1. The RRHA may demote or transfer an employee who fails to meet performance expectations. A letter of demotion or transfer should be mailed or hand-delivered to the employee. The letter should include the reasons for the demotion or transfer, the effective date, and a warning of further disciplinary action which could result if the performance or behavior is not corrected.
2. Employees will be subject to a reduction in salary. See Policy #2.1 Compensation. A demotion should not be used as a disciplinary action if the employee involved cannot qualify for the lower level position or if the demotion would require the displacement of another employee.

E. Employee Assistance Program

1. As part of the corrective action process, supervisors may refer employees to the Employee Assistance Program (EAP). Referral to the EAP may be exercised before the need for corrective action or in addition to the corrective action process. Referral should not be considered a substitute for any disciplinary action imposed.

V. ACCEPTABLE RULES OF CONDUCT

A. The following rules of conduct are intended as standards for the minimum expectations of acceptable work performance and workplace behavior. These rules are not all-inclusive, but are intended to be illustrative of the minimum expectations.

1. Attendance - Employees should report to work as scheduled. If employees cannot report as scheduled they should arrange planned absences, including reporting to work late or leaving work early, in advance with supervisors. Employees should report unexpected absences, including reporting to work late or having to leave early, to supervisors as promptly as possible. Employees should also observe the time limits established for breaks and lunch periods. Employees should observe the proper use of annual leave
2. Satisfactory Work Performance - Employees are expected to meet established performance standards as outlined in Policy # 2.2 Performance Management. Supervisors should review performance expectations with employees annually or as needed throughout the performance cycle. Employees should report any conditions or circumstances that prevent satisfactory work performance or inform supervisors of unclear instructions or procedures that may affect satisfactory work performance.

RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

3. Compliance with Work Rules and Policies - Employees are expected to comply with all RRHA work rules and policies.

VI. UNACCEPTABLE CONDUCT (OFFENSES)

A. The following offenses are not all-inclusive, but are intended as examples of unacceptable behavior for which specific disciplinary actions may be warranted. Any offense, in the judgment of the Executive Director or the Human Resources Director which undermines the effectiveness of RRHA activities may be considered unacceptable and treated in a manner that is consistent with this policy.

- Failure to report to work
- Unauthorized absences, repeated tardiness, or extended breaks
- Abuse of leave
- Unauthorized time away from work area
- Sleeping on the job
- Excessive use of RRHA telephones for personal use
- Smoking in unauthorized areas
- Unsanitary personal hygiene or appearance
- Speeding or careless driving of RRHA owned, leased or rented vehicles
- Failure to report work-related injury, illness, or accident
- Unauthorized soliciting or distribution
- Disruptive behavior
- Spreading false or malicious gossip
- Obscene or abusive language
- Violation of RRHA policies
- Failure to perform assigned work
- Failure to follow a supervisor's instructions
- Leaving the work site during work hours without permission
- Refusal to work overtime hours as required
- Absence in excess of three days without proper authorization or a satisfactory reason
- Falsifying records, including, but not limited to, timesheets, vouchers, or leave records
- Improper or unauthorized use of RRHA vehicles, supplies, or equipment
- Improper or unauthorized use of cell phones, computer, e-mail or the Internet
- Gambling on RRHA property
- Fighting and/or other acts of physical violence
- Violating safety rules and regulations
- Participating in any kind of work slowdown

RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

- Unauthorized possession or use of firearms, dangerous weapons, or explosives
- Threatening or coercing supervisor, employees, or residents
- Criminal convictions occurring on or off the job
- Theft, neglect or damage of RRHA property
- Theft, misappropriation, or mishandling of RRHA financial assets or those of our residents
- Violation of the Policy #3.3 Conflict of Interest
- Violation of Policy #3.5, Alcohol and Other Drugs
- Violation of Policy #3.6 Workplace Harassment (depends on the nature of the violation)

VII. PROCEDURES FOR IMPLEMENTING DISCIPLINARY ACTIONS

- A. Disciplinary actions should be taken in response to an employee committing an offense and may include probation, suspension, transfer, demotion, or termination. Supervisors should issue and initiate a corrective action plan or disciplinary notice immediately after an employee’s commission of an offense. All disciplinary actions should be documented on Form# HR310 Corrective Action/Disciplinary Notice Form.
- B. Before any action is taken, the Human Resource Director or designee are responsible for reviewing all disciplinary actions to determine whether mitigating circumstances exist that warrant a modified disciplinary action and/or referral to the Employee Assistance Program. They are also responsible for making recommendations to the Department Director and Executive Director regarding the appropriate disciplinary action.

VIII. PROCEDURES RELATED TO SUSPENSION

- A. A suspension may be imposed pending an investigation of an employee’s behavior by RRHA or an investigation involving the employee’s behavior by the State Police and/or other federal, state or local law enforcement agencies. Employees will remain on related suspensions for a maximum period of two weeks.
- B. If additional time is required to complete the investigation, the Department Director may extend the period of suspension with approval of the Executive Director. If RRHA does not make a decision regarding the disciplinary action within two weeks, then the employee shall be permitted to return to work pending completion of the investigation. If RRHA’s investigation clears the employee of any misconduct, the agency shall reinstate the employee with back pay and benefits for the period of suspension.
- C. Written notification of a suspension pending an investigation or other action should be completed by memorandum or letter. During the suspension

RICHMOND REDEVELOPMENT & HOUSING AUTHORITY
STANDARDS OF CONDUCT POLICY

TITLE: STANDARDS OF CONDUCT	POLICY NO.: 3.1
PERSONNEL: ALL FULL-TIME AND HOURLY EMPLOYEES	EFFECTIVE DATE: 09/30/04

employees will not receive any compensation nor will they accrue leave. Employees may, upon approval of their supervisor, use their accrued annual leave. Employees placed on suspension will not be allowed on RRHA premises, unless to file and process a grievance.

IX. USE OF THE GRIEVANCE PROCEDURE

- A. Employees may challenge disciplinary actions through the Employee Grievance Procedure, and may direct questions regarding this procedure to the Human Resource Director or designee. All full-time employees who have completed the initial probationary period may file a grievance. Employees must file a grievance within 30 days of the qualifying event. Copies of the forms and the procedure are available in the Human Resource Office.

X. FORM(S) THAT APPLY

- A. Form# HR310 Corrective Action/Disciplinary Notice

XI. AUTHORITY AND INTERPRETATION

- A. This policy is issued by the Department of Human Resources. Questions regarding the application and interpretation of this policy should be directed to the Department of Human Resources. The Department of Human Resources reserves the right to revise or eliminate this policy as necessary.
- B. This policy replaces the following policies and related procedures: #212-1 Disciplinary Actions, #212-1.1 Employee Work Rules, #212-1.2 Suspensions for Investigation.