



## DISCIPLINE POLICY

<b>Policy Objective</b>	The purpose of this policy is to ensure that consistent procedures are used for disciplinary actions and that volunteers receive fair and objective treatment during the disciplinary process.
<b>Policy Statement</b>	It is the policy of St. John Ambulance to initiate disciplinary action, up to and including dismissal from the organization, if: <ul style="list-style-type: none"><li>• a volunteer is unwilling to carry out the duties and responsibilities assigned to him/her by their supervisor(s) in a professional manner,</li><li>• a volunteer breaches any organizational policies.</li></ul>
<b>Effective Date</b>	January 2005
<b>Applies To</b>	All volunteers affiliated with St. John Ambulance

### Policy Context

St. John Ambulance (SJA) volunteers represent the public face of the organization and contribute to the growth and maintenance of its good reputation. When a volunteer's actions or lack of action have the potential to harm the organization, its stakeholders or its reputation, then the organization is committed to take disciplinary actions.

### Policy Requirements

1. SJA recognizes that supervisors must use their professional judgment when assessing the conduct of volunteers for possible disciplinary action.
2. A volunteer who is being disciplined has the right to be represented and/or accompanied by a person of their choosing throughout the processes outlined under Disciplinary Procedures.
3. The supervisor who initiates disciplinary procedures must disclose all relevant information, including a copy of this policy and the disciplinary procedures, to the volunteer (and/or the volunteer's representative) who is being disciplined.
4. The supervisor who initiates disciplinary procedures must provide the volunteer with all reasonable assistance to resolve the issue (e.g. providing a timely response to requests for information).



5. The supervisor involved in a disciplinary action may consult with persons within the organization or external to SJA (e.g. seeking legal consultation).
6. All disciplinary proceedings must be documented and carried out in a confidential manner. SJA will make every reasonable attempt to ensure that the privacy and confidentiality of records are protected as per federal and provincial legislation and the SJA Privacy Policy.
7. Discipline with respect to harassment and/or discrimination issues will be addressed under the *Harassment and Discrimination Policy*.

### **Responsibilities/Accountabilities**

The Provincial/Territorial Council CEO is responsible for:

- ensuring that disciplinary procedures are followed and documented;
- ensuring that adherence to this policy and procedures comply with applicable human rights statutes;
- when necessary, convening an investigation or appointing an investigation committee;
- delegating all or some of their disciplinary authority with the exception of the decision to dismiss a volunteer from the organization; and,
- referring appeals of dismissal to the Provincial/Territorial Council President/Chair.

Persons in positions of authority within SJA are responsible for:

- complying with the procedures as outlined in this document.

### **Procedures**

SJA recognizes that supervisors must use their professional judgment when assessing the conduct of volunteers for possible disciplinary action.

#### *Issuing a Verbal Warning*

1. When a volunteer's conduct is questionable, the responsible supervisor will have a meeting with the volunteer to discuss issues of concern. The meeting may result in the issue being dismissed. If it is not dismissed, the volunteer will receive a verbal warning.
  - 1.1 If the volunteer receives a verbal warning, it must be documented and retained on the volunteer's personnel record.
  - 1.2 The verbal warning must provide the volunteer with a clear outline of
    - the inappropriate conduct
    - expectations required to correct the inappropriate conduct.



- 1.3 The verbal warning disciplinary action shall be completed within 30 days from the date that it is initiated.
- 1.4 The supervisor will meet with the volunteer again, no later than 60 days after the verbal warning has been given. At that meeting the supervisor may confirm that the volunteer's conduct has changed and is now appropriate. If, at that meeting, the supervisor finds that the volunteer's conduct has not changed, then disciplinary action proceeds to the next step, which is to give the volunteer a written warning.

#### *Appealing a Verbal Warning*

1. A volunteer may appeal a verbal warning.
  - 1.1 The volunteer must submit a written appeal to a supervisor who is senior to the supervisor who gave the verbal warning. The written appeal must be delivered within 30 days of receiving the verbal warning.

Volunteers experiencing difficulty in providing a written submission (e.g. low literacy level, vision impairment) may do so with the assistance of a representative of their choosing.
  - 1.2 The senior supervisor will review the verbal warning and the appeal. This review will result in the verbal warning being confirmed and kept on file, or overturned and removed from the volunteer's file.

#### *Issuing a Written Warning*

1. When a volunteer has already received a verbal warning and a second related infraction occurs, a written warning may be given. The responsible supervisor will have a meeting with the volunteer to discuss issues of concern. The meeting may result in the issue being dismissed, or the volunteer will receive a written warning.
  - 1.1 If the volunteer receives a written warning, it must be documented and retained on the volunteer's personnel record, with a copy given to the volunteer.
  - 1.2 The written warning must provide the volunteer with a clear outline of
    - previous inappropriate conduct (e.g. verbal warnings)
    - the inappropriate conduct that led to the written warning
    - expectations required to correct the inappropriate conduct
    - potential disciplinary action for not correcting inappropriate conduct up to, but not including, dismissal or suspension from the organization.
  - 1.3 The supervisor will meet with the volunteer again, no later than 60 days after the written warning has been given. At that meeting the supervisor may confirm that the volunteer's conduct has changed and is now appropriate. The results of this meeting should be documented. If, at that meeting, the supervisor finds that the volunteer's conduct has not changed, then further disciplinary action will be taken.



- 1.4 The written warning disciplinary action shall be completed within 30 days from the date that it is initiated.
- 1.5 If the supervisor deems the issue to be serious in nature, the supervisor may refer the issue directly to the Provincial/Territorial CEO who will consider the possible dismissal of the volunteer, thus bypassing the written warning.

*Appealing a Written Warning*

1. A volunteer may appeal a written warning.
  - 1.1 The volunteer must submit a written appeal to the Provincial CEO within 30 days of receiving a written warning. Volunteers experiencing difficulty in providing a written submission (e.g. low literacy level, vision impairment) may do so with the assistance of a representative of their choosing.
  - 1.2 The provincial CEO will review the written warning and the appeal. This review will result in the written warning being confirmed and kept on file, or overturned and removed from the volunteer's file.

*Dismissing/Suspending a Volunteer*

1. When verbal warnings and written warnings have not been successful in encouraging a volunteer to change his/her conduct, dismissal/suspension from the organization may be considered. If a volunteer's misconduct is of a serious nature, dismissal/suspension from the organization may be considered even if no previous verbal or written warnings have been given. The volunteer's supervisor will refer the issue to the Provincial CEO, who will arrange a meeting with the volunteer. The meeting may result in:
  - a) the issue being dismissed, or
  - b) a written warning that recaptures any issue(s) that may have been communicated in previous verbal and written warnings as well as any additional measures/expectations for changes in the volunteer's conduct, or
  - c) suspension of the volunteer from the organization for a specified period of time as well as written notification of the measures/expectations that the volunteer must meet to be reinstated in the organization, or
  - d) dismissal of the volunteer from SJA
2. When considering a volunteer's possible dismissal, the Provincial/Territorial CEO may, but is under no obligation to, conduct an investigation or appoint a committee to investigate the issue(s) of concern. Based on all available information, the Provincial/Territorial CEO will meet and discuss the disciplinary issue with the volunteer before making a decision.



3. The Provincial/Territorial CEO will ensure that the disciplinary procedure has been documented and retained on the volunteer's personnel record, with a copy of any documentation given to the volunteer.
4. If the issue directly involves a volunteer and the Provincial/Territorial CEO, consideration of the volunteer's dismissal or suspension shall be dealt with by the Provincial President/Chair.
5. The decision of the Provincial CEO in paragraphs 1(a) and 1(b) is final and the volunteer has no further recourse.
6. The decision of the Provincial/Territorial CEO in paragraphs 1(c) and 1(d) may be appealed.
7. Steps taken to dismiss a volunteer from the organization shall be completed within two months (60 days) from the time the discipline is initiated.

#### *Appealing a Dismissal*

1. A volunteer may appeal the Provincial/Territorial CEO's decision to suspend or dismiss that volunteer from the organization.
  - 1.1 The volunteer must submit an appeal in writing to the Provincial President/Chair.
    - The appeal must be delivered within thirty (30) days from the date of the suspension or dismissal.
    - The appeal must explicitly state the reasons for appealing the decision—disagreement with the merits of the decision, the disciplinary procedures or both.
2. A volunteer who has been suspended or terminated is entitled to be represented in the appeal process by a person of the volunteer's choosing.
3. The Provincial/Territorial President/Chair may review the suspension or dismissal and decide to confirm or overturn the decision. Or, the Provincial President/Chair may appoint a committee to review the decision under appeal.
  - 3.1 The committee will be composed of three members of the Provincial Council/Board and may include the President/Chair.
  - 3.2 The decision of the President/Chair or committee, if appointed, shall be final and binding.



4. The Provincial/Territorial President/Chair or the committee shall decide the matter under appeal within sixty (60) days from the date on which the written appeal is delivered to the Provincial/Territorial President/Chair, unless that time limit is extended by the Provincial/Territorial President/Chair for good and valid reasons.

*Imposed Leave of Absence:*

A volunteer who is subject to disciplinary action may be placed on a non-disciplinary leave of absence by the Provincial/Territorial CEO or designate until the matter is dealt with under this policy and procedures.

*Time Extension*

The Provincial/Territorial CEO or designate may extend any time limit specified in these disciplinary procedures, provided that the extension is supported by a good and valid reason.

**Resources**

Harassment and Discrimination Policy

**Policy Review**

This policy will be reviewed at a minimum of every three years and as required.