



<b>Title:</b> Corrective Action Policy and Procedure	<b>Reviewed by:</b> Jennifer Cathy, President, and CEO; Mary LaDuca, COO; Human Resources
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### **Policy:**

Employees are expected to meet performance standards and adhere to agency policy, practices, and procedures. Corrective action is a formal process to identify areas of concern in need of improvement. Expectations and objectives are outlined below for the needed changes to assist with progressing forward within your employment and role at Delphi Rise.

The following outlines the typical progression steps for administering corrective action when infractions occur. It must be understood that corrective action for unacceptable actions does not automatically result in a particular step. Delphi Rise reserves the right to issue corrective action at the respective step it deems appropriate based upon the seriousness of the infraction including immediate termination of employment. In accordance with the law of New York State, employment with Delphi Rise is at will. The Agency has the right to terminate its employees at any time; information will be filed with Human Resources.

Delphi Rise Supervisors are expected to follow the process below for addressing ongoing performance concerns, to include the following steps. The respective information is documented within the corrective action form and reviewed by supervisor and employee. Upon review, information will be filed with Human Resources.

### **Procedures:**

**Memo of Understanding:** This level of corrective action will consist of a verbal conversation between the supervisor and employee, followed by the completion of the Corrective Action form.

**First Written Warning:** The issue or concern has progressed from a MOU or the infraction that has taken place results in this respective level of action to be delivered. Information is documented in the corrective action form and reviewed by supervisor and employee. This level of corrective action can involve consultation with Human Resources and/or the employee's management team.

**Second Written Warning:** The issue or concern has progressed from a First Written or the infraction that has taken place results in this respective level of action to be delivered. Information is documented in the corrective action form and reviewed by supervisor and employee. This level of corrective action can involve consultation with Human Resources and/or the employee's management team.

**Final Written Warning:** The issue or concern has progressed from a Second Written or the infraction that has taken place results in this respective level of action to be delivered. Information is documented in the corrective action form and reviewed by supervisor and employee. This level of corrective action can involve consultation with Human Resources and/or the employee's management team.



**Employment Decision Making – PIP:** All expectations detailed in a Performance Improvement Plan (PIP) will be monitored by the employee’s supervisor and reviewed with the employee at the end of the plan. Information is documented in the corrective action form and reviewed by supervisor and employee. If necessary, a review of employment status and/or up to termination, will be made by the employee’s management team, Human Resources, and the CEO.

**Documentation and Review**

1. This Policy will be documented and made available to all relevant employees.  
It will be reviewed annually to ensure that it remains effective and relevant to the needs of the business.