

## THE GUIDANCE CENTER

Section II	Personnel Policies
	II.F. Employment Separation
	II.F.3a Doctoral Internship Program, Due Process and Grievance Procedures

### Evaluation Process

At minimum, interns receive monthly feedback on progress toward profession-wide competencies and program-specific competencies. An on-line "scoreboard" system is utilized to provide overall feedback. Additionally, specific feedback is provided during weekly supervision with each supervisor. Interns also receive a formal written evaluation of performance midway through the year and during the last month of the internship year.

### Definition of Problematic Performance and/or Conduct

At any time and at any place an intern is performing his/her job and/or representing The Guidance Center, the intern is expected to act in a manner which best represents the interest of TGC. The following guidelines, though not all-inclusive, describe the behavior that is necessary and expected to effectively conduct Center business:

- Perform the duties assigned and to work productively at all times at a high level of quality, accuracy, effectiveness and integrity;
- Report to work on time. This means consistently being at the assigned work station and ready to begin work at the scheduled start time;
- Notify the supervisor in advance when absent or unable to report for work on time;
- Demonstrate a considerate, harmonious, and constructive behavior toward Center employees and guests. Treat all clients, providers, employees, visitors, co-workers, etc., in a sincere, tactful and courteous manner;
- Perform assigned tasks efficiently and conscientiously toward achieving the objectives of TGC in compliance with its philosophy, policies, procedures, and strategic plan;
- Follow TGC's policies, practices, and procedures;
- Observe the lunch and work breaks as scheduled by the supervisor;
- Smoke only at the times and places designated by TGC;
- Refuse personal gifts and/or gratuities from persons doing business with TGC that are in excess of \$15.00 in value. This includes: gifts, entertainment, merchandise, payments, loans and services;
- Refuse allowing persons doing business with TGC to purchase lunches and/or dinners that could be viewed as extravagant (*benchmarks: lunches in excess of \$25 each and dinners in excess of \$50 each unless prior approval is given by the Executive Director*);
- Distinguish clearly, in public, between statements and actions as an individual and those made as a representative of TGC;
- Assure that dress, grooming, and personal appearance are appropriate to the work situation;
- Be responsive to the guidance, directions, and instructions of immediate supervisor;
- Be supportive and loyal to TGC in all outside contacts using the Intern Grievance Procedures to resolve complaints within TGC;
- Maintain records and data, on a current basis, as required by local, state, and federal laws/regulations and Center policy, sound practice and position description;
- Report to management unethical and/or illegal conduct by fellow employees, clients, or other conducting business with TGC;
- Adhere to TGC's Corporate Compliance Plan;
- Refrain from political activity, including directly or indirectly soliciting or receiving subscriptions or contributions for any political purpose, on Center time or while officially engaged in employee duties;
- Support the team atmosphere and efforts;

- Continually place the customer, whether internal or external, as the “Number One” concern; and to be constantly aware of and function on the basis of the obligation TGC has for the welfare and well-being of the consumers and groups served.
- Refrain from behavior or conduct deemed offensive or undesirable, or which is subject to disciplinary action.

In addition to the above expectations, the following violations of Center policy, though not all-inclusive, are considered to be *gross misconduct*, will not be tolerated and may result in immediate termination:

- Breach of client and/or Center confidentiality
- Falsifying or inappropriately altering any Center record or report. This includes but is not limited to: employment applications (including resumes), medical certificates, production records, time records, expense reports, etc.;
- Theft, destruction, malicious defacement, or flagrant misuse of Center property or that of another employee;
- Fighting or assaulting another employee, intern, client, provider, or visitor;
- Possessing firearms or any other weapons on Center property or while on Center business;
- Illegally manufacturing, possessing, using, selling, distributing, or transporting drugs, alcohol and/or narcotics on Center property or while on Center business;
- Bringing or using alcoholic beverages on Center property or consuming alcoholic beverages while on Center business without the approval of the Executive Director;
- Flagrantly disregarding safety or security regulations;
- Direct insubordination of a supervisor;
- Disaffection by an employee in the form of excessive negative criticism of TGC or its employees or its services, whether this occurs on or off Center property;
- Behavior which leads to the revocation of professional licensure, registration, and or certifications;
- Documented, unsatisfactory job performance.

In the event that a serious performance problem is identified, the intern is notified of the problematic behavior. The Training Committee meets to investigate the problem, and then designs a plan for remediation of the problem behavior. The intern has the opportunity to respond to the identified problematic behaviors during the Committee meeting and before any deliberation or plan development occurs. The results of the investigation and the remediation plan are presented to the intern in writing and in person by the Training Director. A copy of these documents is forwarded to the Director of Clinical Training from the intern’s graduate program.

The intern has the right to appeal the findings and plan elements to the Training Committee. The intern also has the right to continue the appeal, if desired, to the Training Director. A final appeal includes the Training Director and the Director of Clinical Training from the intern’s graduate program. The outcome of this last appeal is considered final.

### **Grievances**

To foster effective working relations, it is important that work place conflicts and misunderstandings be resolved at the earliest opportunity before they become more serious. Many problems are solved during the normal course of business. However, if a situation persists that an intern believes is detrimental to him/herself or to The Guidance Center, the intern is encouraged to use the following optional procedure to bring the complaint to management’s attention without fear of recrimination.

An intern may express a verbal grievance to his or her immediate supervisor. If the concern is not resolved to the interns’ satisfaction within one work week, the intern may put in writing the details for his or her grievance and submit the grievance to the Executive Director. The grievance letter should state the specific concerns, the people involved, and the desired outcome. The written statement will be

reviewed by the Executive Director. The Executive Director will then appoint a member of the Executive Leadership Team who is not a party to the grievance to decide the matter. The intern will request a hearing with the appointed person for resolution of the problem. The problem will be discussed in the presence of the intern and supervisor. The appointed person will determine the time, place, persons present, and other aspects of the conduct of this meeting. Resolution of the grievance will be made by the appointed person and discussed with the intern and supervisor. The decision will be reduced to writing, a copy given to the intern and supervisor, with the original kept by the Executive Director. A copy will be filed in the intern's personnel file when appropriate. If the resolution proposed by the appointed person is not acceptable to any party, that party can appeal to the Executive Director for final resolution of the matter.

Grievances concerning alleged illegalities and/or the conduct of the Executive Director are to be submitted in writing to the President of the Board of Directors. The grievance letter should state the specific concerns, the people involved, and the desired outcome. The Board of Directors may take action or choose to take no action as it sees fit. A copy of the letter will be placed in the intern's personnel file when appropriate.

The Guidance Center prohibits retaliation and/or retributive actions stemming from any good faith complaint or grievance. The grievance is then investigated by the appropriate individuals. Once a conclusion is reached, a plan for remediation is developed and implemented with appropriate parties.

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