

## CVS POLICY & PROCEDURE MANUAL

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**Policy Area:** Operational Policies - Human Resources

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**Policy # & Name:** 6.17 Corrective Counseling or Instruction

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**Group:** All Staff

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**Purpose:**

To ensure that staff understand the purpose of corrective counseling or instructional letters. Corrective counseling provides an opportunity to review the performance standards, job description and/or policy of the organization, to point out deficits or non-compliance and provide support and information for the employee on how to achieve standard. It is intended to offer the employee the information needed to correct the behavior in order that discipline can be avoided.

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**Policy Statement:**

If an employees' performance does not meet standard or he/she has not complied with policy they will be required to attend a corrective counseling meeting with their supervisor. Corrective counseling or instruction is given to an employee by their supervisor as required and will be documented in order to ensure that the employee clearly understands the concern(s) of their supervisor and is aware of the importance of correcting the problem and to ensure a record of the discussion.

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**Practice Standards:**

1. Program Managers will support Home Supervisors/Program Coordinators to plan for an effective corrective counseling session.
  2. Issues will be dealt with in a timely way
  3. Issues will be dealt with in a respectful manner
  4. Corrective counseling or instruction will generally precede discipline as outlined in the collective agreement.
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**Policy Audit:** March Annually

**Date Issued:** March 22, 2004

**Date Revised:**

**Position**

**Responsible:** Executive Director or designate

**References:** ☞ Collective Agreement

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