



## **Town of Hubbardston**

7 MAIN STREET  
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### **CONDUCT AND DISCIPLINE POLICY**

#### **I. PURPOSE**

The purpose of this policy is to ensure that:

- Employees meet Hubbardston's legitimate expectations in the areas of performance, behavior and adherence to all Town policies;
- Employees whose performance or behavior is deficient are provided with the necessary assistance and motivation to meet Hubbardston's expectations; and
- Disciplinary action initiated against an employee is fair and appropriate.

#### **II. EMPLOYEE CONDUCT**

All Town employees are expected to conduct themselves in a manner which credits the Town, public officials and fellow employees and promotes the public's trust in local government. Employees maintain the highest standards of personal integrity, truthfulness, honesty and fairness in carrying out their public duties and may not engage in any conduct which could reflect unfavorably upon the service to the Town and each other. Expectations of Employee Conduct have both legal and ethical implications as described.

#### **III. CUSTOMER SERVICE**

The Town is committed to providing excellent and efficient customer service. Excellent customer service results in a municipal organization meeting the needs of its residents and citizens in a consistent and professional manner. All employees of the Town are to be made aware of the importance of customer service within the Town's operation. Employees must, at all times, be professional, courteous, understanding and polite in dealing with residents, businesses and other

customers whether in person, by telephone, or in writing. Employees should be aware that customer service abilities, in all levels of their work, will greatly impact employment evaluations and advancement opportunities.

Leadership by example is a key component to excellence in customer service. Town management must continually promote in their actions, words and writings the paramount importance of customer service standards. Performance evaluations of management and supervisory personnel will include an evaluation of the ability of the manager to provide high levels of customer service and the ability to train and supervise employees to do the same.

#### **IV. GENERAL DISCIPLINE POLICY**

Hubbardston's disciplinary policy is one of progressive discipline. However, nothing herein shall be construed to limit the Town's right to impose discipline of any degree, up to and including termination, in a particular case without regard to the existence or non-existence of prior disciplinary action.

Employees who have not been appointed to a specific term of office are on an indefinite appointment and, as such, are considered at-will employees who may be terminated at any time for any reason, so long as it is not unlawful.

Discipline such as verbal and written reprimands shall be within the discretion of the department head and Town Administrator. Suspension without pay, other disciplinary action and termination are within the discretion of the appointing authority.

#### **V. DISCIPLINE POLICY PROCEDURES**

During the course of performing their duties, all Town employees are prohibited from engaging in any conduct that could reflect unfavorably upon Hubbardston. Town employees shall avoid any action that might result in, or create the impression of using public office for private gain, giving preferential treatment to any person or losing complete impartiality in conducting Town business. Employees are expected to keep in mind that they are public employees and are to conduct themselves accordingly in a manner which in no way discredits the Town, public officials, or other employees.

Hubbardston expects its employees to perform their jobs and conduct themselves in a manner consistent with Town standards and policies. However, when violations or problems occur, disciplinary action will result. Actions which will result in disciplinary action include, but are not limited to:

- Violation of any Town policy;

- Misrepresentation, falsification or omission on the employment application or resume or other information on which hiring decisions was based;
- Falsification of records, including signing in or out for another employee or allowing another employee to sign in or out for you;
- Engaging in fraud;
- Failure to perform job assignments satisfactorily and efficiently;
- Engaging in unprofessional conduct, including comments;
- Failure to follow safety rules or to report unsafe actions or conditions;
- Unexcused absences;
- Excessive or patterned absenteeism or lateness;
- Revealing or making available any information of a confidential nature to any person not authorized or entitled to receive it;
- Stealing, theft or misappropriation of citizen, employee or Town property;
- Misuse or destruction or damage of the property of the Town, any employee or citizen;
- Malingering, loitering or sleeping on the job;
- Reporting for duty impaired by alcohol or drugs, including prescription drugs;
- Engaging in behavior that could violate the Sexual Harassment policy;
- Gambling while on duty or on Town premises;
- Possession of weapon not required by duties;
- Provoking or instigation of a fight with another employee or any other person during working hours or on Town property;
- Insubordination;
- Conduct contrary to the best interest of the Town, its residents or employees while on or off duty.

## **VI. PROGRESSIVE DISCIPLINE**

Corrective action may vary due to the degree of the unacceptable behavior. The levels of discipline will be as follows:

- Coaching and counseling
- Verbal warning
- Written warning
- Performance improvement plan
- Suspension
- Termination

Note that any employee suspended while an investigation takes place will be paid while out of the office.