



CORRECTIVE ACTION POLICIES FOR PERSONNEL AND PROCEDURAL ISSUES

PERSONNEL

Street Life Ministries will always rely primarily on the Christian character of its members to maintain an exemplary environment of Godly, loving, service. With this in mind, each of us must understand that adherence to established principles and procedures depends mostly on an 'honor system.' Each of us is expected to develop and maintain a standard of personal integrity that ensures that we are self-correcting and self-reporting.

In the event that a failure to live up to our principles comes to the attention of a member's supervisor, corrective action must and will be taken. The decision as to exactly what that action may be will be made based upon the nature, severity, and frequency of the erring member's behavior.

A range of corrective actions is available. These are listed in order of severity:

One-time verbal correction. (for a single, relatively minor infraction)

Verbal warning. (for repeated minor infractions or a single, more serious infraction)

Written warning. (for clearly unrepentant misbehavior or severe misconduct)

Suspension from duties. (may be coupled with a written warning)

Expulsion. (for repeated misconduct following a suspension or gross misconduct)

All of these disciplinary measures have the same ultimate objectives: confession, repentance and restoration.

Whenever possible any suspension or expulsion must include a counseling plan. While suspension and expulsion generally are to be for a set period they shall be extended until the agreed counseling plan is completed or the designated counselor acknowledges satisfactory progress. Following the assigned term of any suspension or expulsion the concerned individual may be restored to attendance or service only following an interview with and the approval of one of the leaders who initiated the suspension or expulsion.

One category of misconduct, physical and verbal violence, has a mandatory corrective action of expulsion from all Street Life Ministry service locations and supporting activities. The term of expulsion will be determined by two or more members at the site captain level or above, with a mandatory minimum term of thirty days, subject to review and possible extension.

The fact that Street Life Ministries has its own, internal, disciplinary processes must not be viewed as a substitute for obedience to civil law or submission to civil authority. No internal disciplinary action should be viewed as a substitute for reporting a serious matter to law enforcement officials. Nor should any ministry leader fail to undertake an indicated, internal, disciplinary action simply because the matter concerned is being or has been handled by civil authorities.



PROCEDURES

Street life Ministries procedural documents are the product of the combined experience of multiple members, careful consideration, detailed preparation and, thorough review. These documents should be regarded as authoritative and trustworthy. Adherence to their content is strongly encouraged.

Our procedures are, however, intended for the purpose of producing the best result with the greatest efficiency. Each of us should be sufficiently aware to recognize when doing the usual things in the usual way will not produce the best result possible.

Fully trained, experienced members may from time to time encounter difficulty or recognize opportunity when performing their assigned duties. Such situations should be met with enough flexibility and creativity to do better than expected.

What is needed is not rigid adherence to standard procedures but, rather, rigid adherence to the highest standard of performance.

If deviation from procedure seems likely to produce a better outcome:

- Check first with the appropriate leader. (if possible)

- Monitor the action and the outcome.

- Document and report the results to the same leader.

A successful, well-documented effort may well become part of a better procedural document.