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3-30-2012

DEPT. OF MENTAL HEALTH, Petitioner, Vs.  
ROBIN DAY, Grievant.

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**STATE OF TENNESSEE  
CIVIL SERVICE COMMISSION**

**IN THE MATTER OF:**

**DEPT. OF MENTAL HEALTH,  
Petitioner,**

**Vs.**

**ROBIN DAY,  
Grievant.**

**DOCKET NOS: 26.15-115247J  
26.15-115673J**

**INITIAL ORDER**

This matter came to be heard on the March 30, 2012, in Knoxville, Tennessee before Steve R. Darnell, Administrative Law Judge, assigned by the Tennessee Department of State, Administrative Procedures Division and sitting for the Tennessee Civil Service Commission. The Tennessee Department of Mental Health (TDMH) was represented by attorney Mary Jane Davis. Grievant was represented by attorney Jonathan Stephen with the Tennessee State Employees Association. These matters were consolidated for all purposes by order entered February 22, 2012. The record in this matter closed on May 31, 2012 when Grievant filed his proposed findings of fact and conclusions of law.

**ISSUES FOR CONSIDERATION**

1. Was Grievant properly suspended for 3 days for failing to follow instructions on how to clean the dish room floor?
2. Was Grievant properly terminated for failing to follow food service protocols?

## **SUMMARY OF DETERMINATION**

After due consideration of the evidence and the record as a whole, it is **DETERMINED** Grievant failed to follow specific instructions on how to clean the dish room floor. Her actions risked personal harm to coworkers and resulted in damage to TDMH's property. Grievant was properly suspended for 3 days due to her conduct.

Additionally, Grievant intentionally ignored food service protocols and served patients in a manner placing the patients in harm. Given Grievant's past disciplinary history and the risk to patients associated with her conduct, termination was the appropriate disciplinary action.

Grievant's 3-day suspension and termination are upheld. This determination is based upon the following findings of fact and conclusions of law.

## **FINDINGS OF FACT**

1. Grievant was employed by TDMH as a food service worker at Lakeshore Mental Health Institute (Lakeshore) in Knoxville, Tennessee for approximately 25 months from May 5, 2009 until June 26, 2011.
2. Grievant is a high school graduate. Grievant previously worked in the commercial or fast food service industry, but had no prior work experience in hospital food service. She had no training in nutrition or dietary protocols prior to coming to Lakeshore.
3. Grievant received the new employee orientation that all new Lakeshore employees receive, which included receiving a copy of the TDMH Employee Handbook. All Lakeshore employees have continued access to the employee handbook and any updates via a shared drive on the computer network. The employee handbook informs employees about TDMH's expectations for employee performance and conduct, types of performance and conduct that will

result in disciplinary actions, the progressive disciplinary system, and how to grieve disciplinary actions.

4. Grievant received on-the-job training for her specific job duties as a food service worker. She also took the annual in-service training that is required of all Lakeshore employees. This training included among other things training on hazardous materials.

### **3-Day Suspension**

5. On May 10, 2011, Grievant was instructed by her supervisor to clean the dish room floor and in particular to remove some black marks on the floor. The dish room has an approximately 13' x 13' tile floor near the kitchen area of Lakeshore. Grievant's supervisor instructed her to use bleach and water to clean the dish room floor.

6. Grievant cleaned the dish room floor using a product called Scale Away. The Scale Away product label on the front of the bottle states: "For Descaling & Deliming Commercial Dishwashing Machines"; "DANGER: CAUSES BURNS"; and "Keep out of reach of children."

7. The Material Safety Data Sheet (MSDS) for Scale Away states its ingredient composition is 70-85% phosphoric acid. Under section number 7 of the MSDS labeled "Handling and Storage", it states in part: "Avoid breathing vapors or mists. Use only with adequate ventilation."

8. The hazardous chemical training that all Lakeshore employees are required to take states "It is the employee's responsibility...to know about the chemicals he/she is using or working with and to consult the MSDS Notebooks for instructions on safe handling and use;" These MSDS were available to Grievant.

9. Lakeshore employees had used small amounts of Scale Away in the past to remove black marks from the wall. This was done by spraying a small amount on the wall or on a sponge and cleaning the mark off.

10. Grievant cleaned the dish room floor with Scale Away and left Lakeshore's premises while the floor was still wet. Employees who later entered the room described the smell of Scale Away as so strong it would "burn your nose hairs." An empty gallon bottle of Scale Away was in the garbage in the dish room. Other Lakeshore employees were required to stay and re-clean the dish room floor to rid the area of the toxic smell. Some of these employees were paid overtime for their work. The dish room floor was damaged by the Scale Away.

11. Grievant's testimony that she only used a small amount of Scale Away is inconsistent with the testimony of the other witnesses **and** the physical evidence, i.e. very strong smell, damage to the floor, and empty gallon Scale Away container in the trash. Grievant's testimony on this issue was not credible.

12. Grievant was properly given a 3-day suspension for failing to follow specific instructions from her supervisor, creating a potential safety risk to coworkers, and damaging TDMH's property.

### **Grievant's Termination**

13. Lakeshore's food service staff must ensure patients are provided proper diets, good wholesome food, and are not harmed. Lakeshore has adopted appropriate policies and protocols to ensure this goal is met. All Lakeshore food service workers receive the same training.

Lakeshore's dietary manual and standards are approved and adopted by the medical staff of Lakeshore. Grievant was properly trained for her food service job and aware of the Lakeshore's food service policies and protocols.

14. All patients are assessed for nutritional needs upon admission to Lakeshore. A doctor or nurse practitioner writes a diet order for each patient in the patient's medical chart. The diet order is considered by Lakeshore to be the same as a medication order. The patient's doctor

relies on Lakeshore's food service workers to carry out the doctor's order for special diets. A food service worker is a critical function, and the job duties must be completed accurately.

15. The head dietitian for TDMH sends out a master menu to all five of the TDMH regional mental health institutes. Lakeshore is one of these facilities. The dietitian at Lakeshore then modifies the menu for each type of therapeutic diet.

16. Therapeutic diets are based on the particular medical condition and nutritional risk of the patient. The types of therapeutic diets include dysphagia diets for patients with choking risk; consistent carbohydrate diet for diabetics; "therapeutic lifestyle" diet for cardiac patients; and sodium controlled diets.

17. It is critical that all diet orders are followed. Not following a diet order can have adverse consequences on a patient's health and safety and can even cause fatality.

18. Nursing staff fax a list of diet orders for all patients to the kitchen daily and whenever there are changes. Kitchen staff double check this list for any errors, omissions, or changes from the previous diet order lists. For each patient coming through the cafeteria line, two patient identifiers – name and ID number - are checked against the list faxed by nursing staff. The supervisor on the serving line then calls out the type of diet for each patient as they come through the line so that the food service workers serving the food know what to serve each patient.

19. All food service workers including Grievant are trained not to offer patients food choices as they come through the cafeteria line. If a patient on a regular diet requests a substitution, the food service worker may make the substitution, but food service workers are not to offer even the regular diet patients a choice. This has been the policy and practice at Lakeshore since at least January 2005.

20. It is not uncommon for patients to request food items not on their diet. Food service workers must refuse these requests. Patients sometimes become upset and aggressive when this happens. Patients have thrown their food trays when they do not get the food choices they want.

21. Food service workers are not to offer choices to patients on a regular diet because the next patient in line may not be on a regular diet and thus, not allowed substitutions. This can cause patients on restricted diets to become upset and angry.

22. On May 31, 2011, while Grievant was working on the food serving line in the patient cafeteria, Grievant offered patients food choices. Specifically, Grievant offered the patients a choice of regular sugar beverages or artificially sweetened beverages.

### **Grievant's Performance Evaluations and Disciplinary History**

23. Grievant's scored well in all major job responsibilities, scoring an overall 4 on her "Probationary Job Performance Evaluation" dated 7/26/2010.

24. Grievant's last performance evaluation, dated 2/15/2011, Grievant scored a 1 – Not Acceptable, in attendance and punctuality with manager's comments noting "Improved on being tardy. She has at times called in on her weekends, or has not called in at all 11 times since Sept. 2010." In Major Job Responsibility 3: Cleans all areas of unit including walls, floors, etc., Grievant scored a 2- Marginal. Manager's comments on that section note: "Has shown improvement but at times wants to take shortcuts or Robin's way but has to be redirected." For training, Grievant scored a 4 – Superior, but in all other major job responsibilities she scored a 2- marginal, with an overall rating of 2- marginal. The manager's comments at the end of Grievant's job performance evaluation noted: "Employee has shown improvement in being at work on time. Continues to need help in other job duties, but has shown improvement. There are times when Robin "shines" (JC visit), and others when she is downright ugly to everyone. Robin

needs to learn how to take orders from all supervisors, complete the task and move on without question or attitude. Robin's goals for 2011/2012 include mastering all the remaining responsibilities of being a FSW including snacks, dish room, serving, as she is required to cover the same task and responsibilities as all other FSWs must."

25. In the approximately 25 months Grievant worked at Lakeshore she received the following official disciplinary actions:

(a) time and attendance - a written warning and a 1-day suspension.

(b) conduct unbecoming a state employee – a written warning, a 1-day suspension, and a 3-day suspension,

(c) failure to maintain satisfactory and harmonious working relationships – a 1-day suspension,

(d) performance of duties - 3 verbal warnings, a written warning, a 1-day suspension, a 3-day suspension, and termination.

26. Grievant did not appeal any of these disciplinary actions except the two which were the subject of this order.

27. Given the short time Grievant worked at Lakeshore, her extensive disciplinary record for that time, and the risked her conduct posed to patients, termination was the appropriate disciplinary action.

### **CONCLUSIONS OF LAW**

1. In a fifth step level hearing, an administrative law judge presides to take proof and render an initial order which is subject to review by the Civil Service Commission. T.C.A. §4-5-301.

2 It is a de novo proceeding, and no presumption of correctness attaches to the action of the agency. Big Fork Mining Co. v. Tennessee Water Quality Control Board, 620 S.W. 2d 515, at 521 (Tenn. App. 1981).

3. The burden of proof rests with the Department and the Department must prove by a preponderance of the evidence that 1) the Grievant acted or failed to act as the agency alleges; 2) the Grievant's action constitutes a disciplinary offense; and 3) the recommended discipline is appropriate for the given offense. Id. at 520. Some instances of misconduct require an elevated level of discipline, even if the employee has no history of prior disciplinary action. Berning v. State, 996 S.W.2d 828, 830 (Tenn. App. 1999).

4. The Department bears the burden of proof in this case. The standard of proof is a preponderance of the evidence. TN. Department of State, Administrative Procedures Division, Rule 1360-4-1-.02(3)(7).

5. Preponderance of the evidence simply means "the greater weight of the evidence or that, according to the evidence, the conclusion sought by the party with the burden of proof is the more probable conclusion." Id.

6. **PURPOSE (Rule 1120-10-.01)**

To establish standards for the application of disciplinary procedures which will assure fairness and uniformity among agencies and institutions subject to the provisions of these rules.

7. **POLICY (Rule 1120-10-.02)**

A career employee may be warned, suspended, demoted or dismissed by his appointing authority whenever just or legal cause exists. The degree and kind of action is at the discretion of the appointing authority, but must be in compliance with the intent of the provisions of this rule and the Act. An executive service employee serves at the pleasure of the appointing authority.

8. **MINIMUM DUE PROCESS (Rule 1120-10-.03)**

(1) Career employees have a "property right" to a position in the classification in which they currently hold career status. Therefore, no suspension, demotion, dismissal or any other action which deprives a regular (career) employee of his "property right" will become effective until minimum due process is provided as outlined below.

(2) Minimum due process consists of the following:

- (a) The employee shall be notified of the charges against him. Such notification shall detail times, places, and other pertinent facts concerning the charges and should be in writing.
- (b) The notification will provide for the employee to have a predecision discussion with an appropriate manager and will state the mechanism through which such a discussion may be arranged. The employee should be given a reasonable period of time to prepare to answer charges and present information which might influence the manager's decision.
- © The manager conducting such discussions must be an appointing authority or manager who has direct access to an appointing authority for this purpose.
- (d) The meeting outlined above shall be for the purpose of allowing the employee to present information to the manager regarding the disciplinary action under consideration.
- (e) The discussion shall be informal. The employees shall have the right to present written statements of witnesses or any other information with regard to the charges. Attendance and participation by persons other than the manager and the employee shall be at the discretion of the manager.
- (f) If the employee declines the opportunity to have the discussion or present information, the provisions of this section are deemed to have been met.
- (3) The commission shall determine as a preliminary matter to the merits of a grievance, a Grievant's allegation that he or she was denied minimum due process.

9. **EXCEPTION TO MINIMUM DUE PROCESS (Rule 1120-10-.04)**

When an employee is acting in a dangerous or otherwise threatening manner and must be removed from the workplace immediately, it is not necessary to provide "minimum due process" prior to removal. Minimum due process must be provided after removal as soon as practicable. The employee, in this case, may be placed on leave or on immediate suspension without pay.

10. **CAUSES FOR DISCIPLINARY ACTION (Rule 1120-10-.05)**

Causes for disciplinary action fall into two categories.

- (1) Causes relating to performance of duties.
- (2) Causes relating to conduct which may affect an employee's ability to successfully fulfill the requirements of the job.

11. **EXAMPLES OF DISCIPLINARY OFFENSES (Rule 1120-10-.06)**

The following causes are examples of those considered for disciplinary action and should not be considered the only causes of action.

- (1) Inefficiency or incompetency in the performance of duties.**
- (2) Negligence in the performance of duties.**
- (3) Careless, negligent or improper use of State property or equipment.**
- (4) Failure to maintain satisfactory and harmonious working relationships with the public and fellow employees.
- (5) Habitual improper use of sick leave privileges.
- (6) Habitual pattern of failure to report for duty at the assigned time and place.
- (7) Failure to obtain or maintain a current license or certificate or other qualification required by law or rule as a condition of continued employment.
- (8) Gross misconduct or conduct unbecoming an employee in the State service.
- (9) Conviction of a felony.
- (10) Willful abuse or misappropriation of State funds, property or equipment.

- (11) Falsification of an official document relating to or affecting employment.
- (12) Participation in any action that would in any way seriously disrupt or disturb the normal operation of the agency, institution, department or any other segment of the State service or that would interfere with the ability of management to manage.**
- (13) Trespassing on the property of any State officer or employee for the purpose of harassment.
- (14) Damage or destruction of State property.**
- (15) Acts that would endanger the lives and property of others.**
- (16) Possession of unauthorized firearms, lethal weapons, alcohol or illegal drugs on the job.
- (17) Brutality in the performance of duties.
- (18) Refusal to accept a reasonable and proper assignment from an authorized supervisor (insubordination).
- (19) Reporting to work under the influence of alcohol or illegal drugs, or partaking of such on the job.
- (20) Sleeping or failure to remain alert during duty hours.
- (21) Betrayal of confidential information.
- (22) Garnishment of wages for more than one indebtedness.
- (23) Political activity prohibited by T.C.A. Title 2, Chapter 19 (The Little Hatch Act)
- (24) For the good of the service as outlined in T.C.A. 8-30-326. (Emphasis added).

12. **PROGRESSIVE DISCIPLINARY ACTION (Rule 1120-10-.07)**

- (1) The supervisor is responsible for maintaining the proper performance level, conduct and discipline of the employees under his supervision. When corrective action is necessary, the supervisor must administer disciplinary action beginning at the appropriate step as described.
- (2) Oral Warning. The supervisor will meet privately with the employee to:
  - (a) Review with the employee exactly what is expected on the job and why.
  - (b) Explain to the employee how he has not met requirements and why present conduct or performance is unacceptable.
  - © Allow the employee to give reasons for his actions or failure.
  - (d) Make suggestions for correction.
  - (e) Record the date of the discussion and other necessary information for future reference.
  - (f) Written follow-up to the discussion may be forwarded to the employee but is not required. Written follow-up to an oral warning should not be construed as a written warning as described below and will not become part of the employee's official personnel file.
- (3) Written Warning. The supervisor will meet with the employee and:
  - (a) Review the points covered in the oral warning, if an oral warning(s) was administered. The employee will be told that a significant change in his present conduct or performance must be made.
  - (b) Tell the employee he will receive a letter covering the significant points of the discussion to include:
    - 1. What has been expected and how these expectations have not been met.
    - 2. Suggestions for improvement.
    - 3. Indication that failure to improve will lead to further disciplinary action.
  - (c) Review with the organizational unit head the contents of the letter prior to its delivery to the employee by the supervisor.

(d) A copy of the written warning may be placed in the employee's official personnel file in the agency personnel office at the discretion of the appointing authority. Any written warning which has been issued to an employee shall be automatically expunged from the employee's personnel file after a period of two (2) years from the date of the letter; provided, that the employee has had no further disciplinary actions with respect to the same area of performance, conduct, and discipline.

(4) Suspension Without Pay.

(a) After minimum due process is provided, a suspension without pay may be issued by the appointing authority for one (1) to thirty (30) days. No employee may be suspended without pay for disciplinary purposes for more than thirty (30) days in any consecutive twelve (12) month period. Suspensions with or without pay of more than thirty (30) days may be issued pending the outcome of an investigation or legal action with approval of the Commissioner.

(b) Before issuance, a written notice of the suspension without pay will be prepared. The notice will contain an account of the circumstances which led to the decision to issue the suspension, the beginning and ending dates of the suspension and information to the employee concerning his rights of appeal as outlined in Chapter 1120-11 of these rules. A copy of the notice will be placed in the employee's official personnel file and a copy will be sent to the Department.

(5) Dismissal.

(a) After minimum due process is provided, an employee may be dismissed by the appointing authority from his position for unacceptable conduct or performance of duties.

(b) Before an employee is dismissed, a written notification detailing the circumstances leading to the decision to dismiss will be prepared. The notice will indicate the effective date and inform the employee of his rights to appeal as outlined in Chapter 1120-11 of these rules. A copy of the notice will be placed in the employee's official personnel file and a copy will be sent to the Department.

© Before an employee can be dismissed, he must be given ten (10) calendar days paid notice. During the notice period an employee will not be required to report for duty. The employee's accumulated annual leave balance may be used during this notice period only if dismissal was for gross misconduct.

(6) Transfer or Demotion. If it is determined by the appointing authority that an employee's ability to satisfactorily perform his duties is beyond the capabilities of the employee or the employee has been compromised by notorious conduct to the extent that he is ineffective in his position, the employee may be demoted or transferred to a position that is more appropriate after minimum due process has been provided.

**13. GRIEVANCE/PURPOSE (Rule 1120-11-.01)**

To provide clear, orderly and expedient procedures through which all career or permanent employees of the State service may process bona fide complaints or grievances.

**14. GRIEVANCE/POLICY (Rule 1120-11-.02)**

(1) Career and permanent employees will be given every opportunity to resolve bona fide complaints or grievances through established procedures. Every reasonable effort will be made to resolve complaints at the lowest possible step in the procedure.

(2) Employees using this procedure will be entitled to process their complaints or grievances without fear, interference, discrimination, or reprisal.

**15. GRIEVANCE/RESPONSIBILITY (Rule 1120-11-.03)**

(1) The Commissioner will be responsible for providing and maintaining the basic standards and guidelines for implementing this rule chapter.

(2) Appointing authorities will be responsible for the proper effectuation of this rule chapter throughout their respective agencies. Modification of these procedures may be made in order to satisfy unusual circumstances within an agency if such modification is approved by the Commissioner.

(3) Appointing authorities will be responsible for ensuring that all employees and supervisory personnel are aware of the provisions of this rule chapter.

**16. GRIEVANCE/BASIC STANDARDS (Rule 1120-11-.04)**

(1) A complaint or grievance must be filed at the appropriate step in the grievance procedure within fifteen (15) workdays (Monday – Friday, 8:00 a.m. – 4:30 p.m.) of the action which is the basis for the grievance, otherwise it will be considered untimely and invalid.

(2) Although no standard grievance forms are provided, agencies may develop and make available such forms to employees. No grievance may be denied because a standard form adopted by an agency has not been used.

(3) A grievant may represent himself at any step in the procedure.

(4) At the informal hearing before the appointing authority, an attorney or a representative of an employee may speak on behalf of the employee.

(5) Legal counsel may represent a grievant before the Civil Service Commission, which is the final step of this procedure. The grievant and the agency may have counsel present at discussions prior to the final step. The presence of other observers at discussions prior to the final step of this procedure is at the discretion of the manager or supervisor in charge of that discussion.

(6) Grievants may present grievances during business hours or other mutually agreeable hours as work situations may require. Grievance discussions held during the scheduled off-duty hours for a grievant, witness, or representative will be considered the same as overtime work. Grievants or employees who are required to appear as witnesses or representatives will not be required to use leave for such periods and shall be reimbursed for travel and other expenses in accordance with the comprehensive travel regulations.

(7) Grievances concerning suspension without pay must be appealed to the lowest management level in the organization with authority to overturn the suspension.

(8) Grievances concerning dismissal should be appealed directly to the appointing authority, warden, or superintendent.

(9) Grievances concerning alleged discrimination prohibited by T.C.A. 8-50-103 or T.C.A. 4-21-401 may be appealed directly to the appointing authority, warden, or superintendent through this procedure. If the aggrieved is unsatisfied with the decision, the grievance and the appointing authority's response may be appealed to the Commission within thirty (30) days or the Tennessee Human Rights Commission as provided in T.C.A. 8-50-103(b).

(10) Grievance decisions should be communicated in writing directly to the grievant in a timely manner as outlined in Chapter 1120-11-.05. Certified or registered mail is mandatory if a decision must be mailed. Hand delivered grievance decisions should include a written heading indicating "Hand Delivered" with a place for a signature.

(11) Grievances must be expressed in reasonable terms. Each grievance submitted should contain:

- (a) the basis for the grievance;
- (b) the settlement or corrective action desired by grievant; and
- © sufficient facts or other information to begin an investigation.

17. **GRIEVANCE/PROCEDURES (Rule 1120-11-.05)**

The appropriate entrance step is determined by the grievant's relative level in the organization. Procedures shall not be more than five (5) steps to finality as follows:

(1) Step I – Grievant's immediate Supervisor (verbal)

- (a) Verbal discussion with supervisor within fifteen (15) workdays of cause.
- (b) Supervisory investigation and fact finding.
- © Decision clearly communicated to grievant within five (5) workdays of discussion.

(2) Step II – Next Appropriate Higher Level of Management (written)

- (a) Written grievance submitted to appropriate manager within ten (10) workdays of receipt of Step I decision.
- (b) Informal discussion or hearing of facts and allegations.
- © Investigation, fact finding, and written decision communicated to grievant within ten (10) workdays of discussion.

(3) Step III – Next Appropriate Higher Level of Management (written)

- .(a) Written grievance and prior step decision submitted to next appropriate manager within ten (10) workdays of receipt of decision from Step II.
- (b) Informal discussion or hearing of facts and allegations with witnesses and documentation.
- © Investigation, fact finding, and written decision clearly communicated to grievant within ten (10) workdays of discussion.

(4) Step IV (written)

- (a) Written grievance and prior step decision submitted to the appointing authority or designee within ten (10) workdays of receipt of decision from Step III.
- (b) Informal discussion or hearing of facts, allegations, and testimony by appropriate witnesses as determined by the appointing authority or designated representative as soon as practical. Whenever possible, the fourth step hearing shall be conducted by a manager who had no input to or involvement in the original decision to discipline.
- © Investigation, fact finding, and written final agency decision communicated to grievant within ten (10) workdays of discussion.
- (d) The appointing authority shall have full authority to overturn, reduce, or alter any disciplinary action based on information gathered at the step IV hearing including reinstatement of leave and awards of backpay, if appropriate, which may be offset by income earned from alternative employment or unemployment insurance payment received.

- (5) Step V (Formal – Career Employee only)
- (a) Written grievance and all relevant documentation shall be submitted within thirty (30) days of receipt of decision from Step IV to:
- Secretary, Civil Service Commission  
Tennessee Department of Personnel  
Second Floor, James K. Polk Building  
Nashville, TN 37243-0635
- (b) Hearings will be held pursuant to T.C.A. §8-30-328 and the Uniform Administrative Procedures Act.
- (6) The time limits set herein may be extended not in excess of six (6) months by written agreement between the manager involved and the employee. Failure of management to proceed within established time limits entitles the grievant to proceed to the next step in this procedure.
- (7) Hearings conducted at Step V will conform to the model rules of the Secretary of State for contested cases and the Department hereby adopts Secretary of State Rule 1360-4-1 in statutory compliance.

**18. GRIEVANCE/SCOPE OF PROCEDURE (Rule 1120-11-.06)**

- (1) The Commission will serve as the final step for all grievances by career employees.
- (2) The agency appointing authority will serve as the final step for all grievances by permanent employees.

**19. GRIEVANCE/GRIEVABLE MATTERS (Rule 1120-11-.07)**

- (1) Disciplinary suspension or demotion.
- (2) Disciplinary dismissal.
- (3) Involuntary geographical transfer of an employee or official duty station more than fifty (50) miles. Distance will be determined by drawing a circle, with a 50 mile radius, centered on the previous official duty station
- (4) Non-compliance with an approved reduction in force plan by an appointing authority.
- (5) Prohibited political activity as outlined in T.C.A. Title 2, Chapter 19 (“The Little Hatch Act”).
- (6) Coercion of an employee to “waive” his right to consideration on a certificate of eligibles.
- (7) Performance evaluations under certain circumstances to the fourth step.
- (8) Other matters within the discretion or control of the appointing authority or the Commission.

**20. GRIEVANCE/EXCEPTIONS & NON-GRIEVABLE MATTERS (Rule 1120-11-.08)**

- (1) Actions that affect employees who are not career or permanent employees.
- (2) Actions that affect an employee serving an initial probationary period.
- (3) Normal supervisory counseling.
- (4) Non-selection for promotion when the appointment was in compliance with these rules and the Act.
- (5) Verbal and written reprimands.
- (6) Performance award decisions.
- (7) Actions resulting from suggestions adopted by the State Employee Suggestion Award Board.
- (8) Actions resulting from reductions in force when an approved reduction in force plan was followed.
- (9) Shift, post, and overtime assignments.

- (10) Reasonable work assignments outside those normally associated with the employee's assigned job classification.
- (11) Salary range assigned to classification.
- (12) Classification of position.
- (13) Denial of leave requests except as provided for in T.C.A. §§8-50-801 and T.C.A. 8-50-110.
- (14) Matters relating to internal agency or program management which are based on discretionary decision making.
- (15) Demotions during subsequent probation, if such demotion is to the job classification from which the employee was promoted and at a salary rate no lower than the salary rate had the promotion not occurred.
- (16) Agency rules or policies which do not conflict with statutes or rules of the Department of Personnel.
- (17) Any other matter over which an appointing authority or the Commission has no control or jurisdiction or is without the authority to grant requested relief.

21. **GRIEVANCE/TECHNICAL ADVICE AND ASSISTANCE (Rule 1120-11-.09)**

- (1) Technical questions regarding this rule may be resolved by referring questions to the agency personnel section.
- (2) Unresolved technical questions to an agency personnel section may be resolved by referring such to the Department of Personnel, Employee Relations Division.
- (3) Disputes over grievability may be resolved by an agency's appointing authority or by the Commissioner. The Civil Service Commission may review such determinations and, at its discretion, take whatever action it deems appropriate.
- (4) The intent of this policy is to legally, efficiently, and fairly resolve bona fide complaints, and grievances. The initiation of a grievance should not be considered as a negative reflection against an employee, supervisor, or agency management, but should be considered as an effort to communicate and seek resolution of work related problems.
- (5) Management should consider grievances objectively, fairly, and expeditiously while maintaining a helpful, cordial, and professional attitude throughout the process of redress.

**DISCUSSION**

As detailed in paragraph 25 of the findings of fact above, Grievant had 11 official disciplinary actions in her short tenure at Lakeshore. This does not include the two disciplinary actions that are the subject of this order. Nor does it include "unofficial" counseling she received from her supervisors. While these disciplinary actions concern various events and conduct, there is a common thread of insubordination evident in most of them. Grievant has shown herself to either be unable or unwilling to follow directions from her supervisors.

Lakeshore had adopted a “progressive discipline” policy that was inconsistent to some extent with the policy adopted by the Tennessee Department of Human Resources. Specifically, Lakeshore implemented a policy of giving an oral warning, a written warning, a 1-day suspension, a 3-day suspension, and then termination. This is clearly inconsistent with progressive discipline found in Department of Human Resources Rule 1120-10-.06. However, this had no ultimate effect on Grievant’s termination.

**IT IS THEREFORE ORDERED** that the Department’s decisions to suspend Grievant for 3 days and to terminate Grievant are **UPHELD**.

Entered this the \_\_\_\_\_ day of \_\_\_\_\_, 2012.

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Steve R. Darnell  
Administrative Law Judge

Filed in the Administrative Procedures Division, Office of the Secretary of State, this 4 day of June, 2012



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Thomas G. Stovall, Director  
Administrative Procedures Division