Employee Performance Review System

EPRS Remedial Development Plan Guide

The guide provides insight into the Remedial Development Plan (RDP) process including:

- What is an RDP?
- EPRS Rating Definitions
- Example of how to format an RDP
- RDP Meeting
- After the RDP meeting

What is a Remedial Development Plan?

An RDP is a written document for employees who receive an overall rating of "Below" rating at Stage B or Stage C. It identifies the specific duties and performance criteria for which the employee received a "Below" rating. It provides clear and specific ways for the employee to improve performance for each duty. The RDP must adhere to these guidelines in order to support improvements in performance, progressive discipline, and other personnel actions.

Please note, confidential employees are not eligible for Remedial Development Plans.

EPRS Rating Scale

Exceeds/Excels	Performance is greatly above the job requirements. Generally, the employee does well beyond the performance criteria, doing **outstanding** work. Job performance is excellent, and above and beyond what is expected of employees in this job. The employee requires less than usual supervision. Performance that exceeds criteria is due to the effort and ability of the employee. Any performance below criteria is minor or due to events not under the control of the employee. The employee's performance may have an important positive effect on how well the work group does overall. The employee's performance is **superior**. ***Note:*** *Supervisors and reviewers must always explain an "exceeds/excels" rating.*
Meets	Performance satisfies the job requirements. Generally, the employee performs according to the criteria, doing **a good job.** The employee is doing the job at the level expected for employees in this position. This good performance is due to the employee's own effort and ability. Usual levels of supervision are needed. The employee may make a strong contribution to meeting the work group's goals. A large number of employees will fall in this category. This rating includes a **broad range** of performance, from just **barely satisfactory** to **highly satisfactory.**
Below	Performance generally fails to meet criteria or requires extremely high levels of supervision. The employee is not doing the job at the level expected. Unsuccessful job performance is due to the employee's own lack of effort or ability. The employee's performance may hurt the performance of the work group overall. The employee's performance is **unsatisfactory.** When a supervisor rates performance on one job duty, they should consider the criteria listed on the EPRS form for that duty. ***Note:*** *Supervisors and reviewers must always explain a "below" rating. If an overall Below rating is selected, a Remedial Development Plan (RDP) must be created and your EPRS Coordinator must be notified.*

RDP Format:

The RDP format follows a structured approach to address performance issue:

- **Identify Specific Duties and Criteria**: Each duty and its corresponding performance criteria where a Below rating was received are clearly identified.
- **Provide Improvement Strategies:** Specific improvements necessary for meeting performance expectations in each identified area are detailed. These improvements should be actionable and tailored to the individual's development needs.
- **Repeat for Remaining Duties**: The format is repeated for all remaining duties that received a **Below** rating, ensuring comprehensive coverage of performance improvement actions.

Direct Care Worker Example:

Duty 1: Provide direct care for all residents in the residential care facility.

Performance Criteria:

A. *Provide compassionate and effective care to residents according to their individual care.*
B. *Maintain accurate documentation of resident progress and any incidents, ensuring confidentiality and compliance with regulations.*
C. *Communicate effectively with residents, their families, and healthcare professionals involved in their care.*
D. *Ensure the safety and well-being of residents by adhering to safety protocols and promptly addressing any concerns.*

On Duty 1 of your EPRS, you did not meet the expectations laid out in the performance criteria.

A. Some residents reported dissatisfaction with the level of care provided, citing delays in response times and incomplete assistance with daily living activities.
B. Documentation was inconsistent and sometimes incomplete, leading to gaps in resident progress tracking and compliance issues.
C. There were misunderstandings with family members regarding resident care plans and updates, resulting in confusion and dissatisfaction.
D. Safety protocols were not consistently followed, and incidents were not always reported promptly, compromising resident safety.

In order to meet expectations, specific improvements are required in each area:

A. Enhance care delivery by improving response times to resident needs, ensuring all care tasks are completed as per care plans, and seeking regular feedback from residents and their families to address concerns promptly.
B. Improve documentation practices by implementing a structured system for recording resident information, ensuring all entries are detailed, accurate, and completed in a timely manner. Attend training sessions on documentation best practices.
C. Strengthen communication by scheduling regular meetings with families to discuss care plans and updates, using clear and empathetic language to address concerns, and providing timely responses to inquiries.
D. Reinforce safety measures by conducting regular safety audits, addressing identified hazards promptly, and ensuring all staff are trained in emergency procedures. Report incidents immediately and follow through with incident reporting protocols.

RDP Meeting:

The Supervisor must meet with the Employee 90 days prior to issuing a *Below* rating at Stage C

Step 1: Draft the RPD
Once drafted, the Supervisor should:

1. Meet with the Reviewer to discuss the content of the RDP.

2. Share the RDP with the agency's EPRS Coordinator.

Step 2: Scheule the RDP meeting
After drafting and sharing the RDP with the Reviewer and EPRS Coordinator, the supervisor should:

3. Set a date to meet with the Employee to discuss the draft RDP.

4. Encourage the employee to brainstorm solutions prior to meeting.

Step 3: Meet with the Employee to review the RDP
During the meeting the Supervisor should:

1. Give the Employee a copy of the draft RDP.

2. Review the duty and performance criteria, share improvement strategies, and continue for each duty that received a Below rating. Together finalize the RDP document.

3. Schedule the initial review meeting for 30 days from issuance of the RDP.

4. Forward the RDP to the agency's EPRS Coordinator. The ERPS Coordinator will ensure that the RDP is placed in the Employee's personnel file with their ERPS form.

After the RDP Meeting:

Employee performance will be monitored on a monthly basis, for up to six months, until it reaches a satisfactory level to achieve a *Meets* rating. During this period, the Supervisor is responsible for:

- Conducting monthly (every 30 days) review meetings with the Employee until a *Meets* rating is achieved or for up to six months.
- Monitoring the Employee's performance closely.
- Documenting strengths and areas needing improvement.
- Collecting relevant documents demonstrating the Employee's work and performance.
- Meeting with the Reviewer to discuss the Employee's work and performance each month. This includes, providing specific examples of the Employee's work and performance, as well as proposing a rating for the Employee.

During the review meeting, the Supervisor will assess and rate the Employee's performance for each duty outlined in the RDP over the past month. Supervisors are accountable for delivering a comprehensive written evaluation of the Employee's performance, referencing detailed notes and collected documentation. If needed, adjustments to the RDP can be discussed and implemented during this session. To ensure continuity, the Supervisor should schedule the next review meeting before concluding the session.