

HR / Injury / LOA

Exit Interview Process

Supersedes:

Effective: 08-23-11

Background

Boston EMS is committed to recruiting, developing and retaining quality employees. To support this commitment, the Department's Professional Standards Division will conduct an exit interview with every employee leaving the organization. The exit interview will consist of a list of questions designed to elicit information about the employee's experience at Boston EMS, and will provide important background as to why the employee has chosen to leave the organization. Exit interviews will offer invaluable insight that will help Boston EMS to identify areas in the work environment that could be improved upon. The policy described below outlines the steps involved with conducting the exit interview.

General Process

1. Once an employee provides notice that he/she is leaving the organization, the immediate supervisor should contact Professional Standards to initiate the exit interview process. The supervisor should provide the employee's name, contact information and last date of employment.
2. A member of Professional Standards will contact the employee to schedule a time to meet and collect all Department issued equipment, complete any outstanding paperwork, and review benefits. The employee will also be encouraged to participate in an exit interview.
3. Depending on how much notice the employee has provided prior to separation from service, the exit interview can be conducted either (1) face-to-face (2) online via Survey Monkey or (3) via a paper form. Those who agree to a face-to-face interview will also be asked to complete an electronic survey for data analysis purposes.
4. In order to create an environment where the employee can provide direct and honest feedback, Professional Standards, as opposed to the employee's supervisor, will conduct face-to-face interviews. If an employee is uncomfortable providing feedback in-person, he/she will have the option to complete a survey as described above.

5. Employees will be notified that all responses will be kept as confidential as possible. However, in the event that an allegation of discrimination or misconduct is raised, Professional Standards will conduct an investigation as appropriate. Boston EMS will not tolerate retaliation against anyone making a complaint of workplace wrongdoing or for participating in an investigation.

Face-to-face Interviews

1. If the employee agrees to a face-to-face interview, Professional Standards will aim to schedule the interview on the employee's last day of employment, schedule allowing.
2. Professional Standards will stress that the meeting is voluntary and confidential.
3. The interview will be held in a private conference room to create an atmosphere of comfort.
4. Professional Standards will ask a series of questions about the employee's work experience and will allow him/her to express their thoughts and feelings without interruption. They will take notes on the employee's responses and remain objective throughout the interview.
5. Upon completion of the face-to-face interview, Professional Standards will ask the employee to complete an electronic survey for data analysis purposes.

Electronic and Paper Surveys

1. If Professional Standards is unable to complete the interview process before the employee's last day, a member of the Division will email the employee a link to the electronic version of the survey or mail a paper version along with a postage paid return envelope to the employee's home address within 30 days. Upon receiving the completed paper survey, Professional Standards will input the data into Survey Monkey.

Certificate of Appreciation

1. Professional Standards will notify the Office of the Chief when an individual decides to leave the organization. All non-probationary members of the Department who leave in good standing will receive a certificate of appreciation to be prepared by the Office of the Chief. Whenever possible, a member of the Senior Command staff will present the departing employee with the certificate.

Follow-up

1. Professional Standards will prepare a document summarizing the employee's responses to questions asked during the face-to-face interview. If any employee reports discrimination or misconduct, Professional Standards will fully document the allegations and follow established reporting procedures. Professional Standards will summarize the findings of face-to-face interviews on a quarterly basis to preserve anonymity. The report will be submitted to the Chief and Superintendent-in-Chief for review.

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2. On a quarterly basis, Professional Standards will download the information captured in Survey Monkey to conduct analysis. Subsequently, Professional Standards will prepare a written report for senior leadership outlining the survey findings.