

**IOWA WORKFORCE DEVELOPMENT
UNEMPLOYMENT INSURANCE APPEALS**

68-0157 (9-06) - 3091078 - EI

KRIS A KEYSER
Claimant

APPEAL NO. 07A-UI-11216-S2T

**ADMINISTRATIVE LAW JUDGE
DECISION**

RESCARE INC
Employer

OC: 10/21/07 R: 03
Claimant: Respondent (2)

Section 96.5-2-a – Discharge for Misconduct
Section 96.3-7 – Overpayment

STATEMENT OF THE CASE:

Rescare (employer) appealed a representative's November 27, 2007 decision (reference 01) that concluded Kris Keyser (claimant) was discharged and there was no evidence of willful or deliberate misconduct. After hearing notices were mailed to the parties' last-known addresses of record, a telephone hearing was scheduled for December 19, 2007. The claimant participated personally. The employer participated by Tasha Norton, Director of Nursing, and Dawn McCarty, Administrator.

ISSUE:

The issue is whether the claimant was discharged for misconduct.

FINDINGS OF FACT:

The administrative law judge, having heard the testimony and having considered all of the evidence in the record, finds that: The claimant was hired on January 4, 2006, as a part-time registered nurse. The employer issued the claimant a written warning on September 12, 2007, for failure to notify a physician in a timely manner that a resident had fallen. At 6:00 a.m., the claimant noticed that the resident was in pain, shivering, and the knees were drawn up. The claimant notified the physician at noon.

On September 18, 2007, the claimant was called into the room where two employees had been trying to hold a resident from falling for approximately ten minutes. The resident had a red mark in the facial area. The claimant determined the resident had not fallen and somehow the face had come into contact with the handrail. Even though he believed the resident had not fallen, he completed an incident accident report. This form is used when residents fall. He did not notify the physician after taking some vital signs. If a form is completed, the physician is to be contacted.

The claimant was busy with an injured co-worker and did not document the resident's condition until the end of his shift. He notated on the resident's patient record that he completed a neurological examination. On October 19, 2007, the employer met with the claimant. She

asked him why he did not notify the physician on September 18, 2007. The claimant told the employer he did not notify the physician because he did not complete the neurological exam and made up the information listed in the patient's record. The employer terminated the claimant on October 23, 2007, for falsifying the resident's records.

At the hearing, the claimant remembered telling the employer that he made up the form, meaning he created the form. The claimant's and the employer's testimony was not in agreement. The administrative law judge finds the employer's testimony to be more credible because the claimant's testimony was internally inconsistent.

REASONING AND CONCLUSIONS OF LAW:

For the reasons that follow, the administrative law judge concludes the claimant was discharged for misconduct.

Iowa Code section 96.5-2-a provides:

An individual shall be disqualified for benefits:

2. Discharge for misconduct. If the department finds that the individual has been discharged for misconduct in connection with the individual's employment:

a. The individual shall be disqualified for benefits until the individual has worked in and has been paid wages for insured work equal to ten times the individual's weekly benefit amount, provided the individual is otherwise eligible.

871 IAC 24.32(1)a provides:

Discharge for misconduct.

(1) Definition.

a. "Misconduct" is defined as a deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency, unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

The employer has the burden of proof in establishing disqualifying job misconduct. Cosper v. Iowa Department of Job Service, 321 N.W.2d 6 (Iowa 1982). Repeated failure to follow an employer's instructions in the performance of duties is misconduct. Gilliam v. Atlantic Bottling Company, 453 N.W.2d 230 (Iowa App. 1990). An employer has a right to expect employees to follow instructions in the performance of the job. The claimant disregarded the employer's right by repeatedly failing to follow the employer's instructions. He did not inform a physician of a

resident's needs on two occasions. He admitted to falsifying a resident's records. The claimant's disregard of the employer's interests is misconduct. As such, the claimant is not eligible to receive unemployment insurance benefits.

Iowa Code section 96.3-7 provides:

7. Recovery of overpayment of benefits. If an individual receives benefits for which the individual is subsequently determined to be ineligible, even though the individual acts in good faith and is not otherwise at fault, the benefits shall be recovered. The department in its discretion may recover the overpayment of benefits either by having a sum equal to the overpayment deducted from any future benefits payable to the individual or by having the individual pay to the department a sum equal to the overpayment.

If the department determines that an overpayment has been made, the charge for the overpayment against the employer's account shall be removed and the account shall be credited with an amount equal to the overpayment from the unemployment compensation trust fund and this credit shall include both contributory and reimbursable employers, notwithstanding section 96.8, subsection 5.

The claimant has received benefits since filing the claim herein. Pursuant to this decision, those benefits now constitute an overpayment which must be repaid.

DECISION:

The representative's November 27, 2007 decision (reference 01) is reversed. The claimant is not eligible to receive unemployment insurance benefits, because the claimant was discharged from work for misconduct. Benefits are withheld until the claimant has worked in and has been paid wages for insured work equal to ten times the claimant's weekly benefit amount, provided the claimant is otherwise eligible. The claimant is overpaid benefits in the amount of \$2,037.00.

Beth A. Scheetz
Administrative Law Judge

Decision Dated and Mailed

bas/kjw