

CORPORATE POLICY

SUBJECT: Standards of Conduct

CATEGORY: Human Resources

ORIGINAL DATE: May 1, 1996

REVIEWED DATE: ~~April 24, 2024~~ ~~October 4, 2021~~

REVISION DATE: ~~April 24, 2024~~ ~~October 27, 2021~~

I. POLICY:

- A. All employees, consultants, interns, volunteers, and others ~~who acting~~ on behalf of the Lake County Health Department and Community Health Center (LCHD/CHC) have a responsibility to LCHD/CHC ~~patients and~~ clients, federal and state governments, funders, and the communities served to conduct themselves in a responsible manner.
- B. Rules and regulations governing employee behavior are necessary for effective service, efficient business operations, and benefit all employees. Conduct that interferes with operations, discredits the agency, or is offensive to co-workers, ~~patients,~~ clients, community members, or visitors will not be tolerated.
- C. Management Responsibility: The immediate supervisor, Associate/Deputy Director or Director are charged with the responsibility ~~for of~~ ensuring that the conduct of ~~the~~ staff employees they supervise complies with the Standards of Conduct.
- D. Individual Responsibility: New employees are to be made aware of these rules and regulations during ~~their~~ the new hire orientation. Rules and regulations will periodically be reviewed with all employees as necessary. Every ~~staff member~~ employee is responsible for ensuring that their conduct is consistent with ~~the~~ LCHD/CHC's Standards of Conduct, Organizational Values, all with the Health Department's LCHD/CHC corporate and programmatic policies, and procedures, and protocols, and with generally acceptable standards of professionalism, courtesy, and respect.
- E. Employees are expected to be familiar with and follow the laws and codes of ethics governing the practice of their profession, to comply with applicable ~~F~~ederal, ~~S~~tate, and local laws and regulations, and to fulfill all contractual grant obligations.
- F. Violations of Standards of Conduct: Employees are to promptly report concerns regarding compliance with these Standards of Conduct, beginning with the employee's immediate supervisor, Program Coordinator, Associate/Deputy Director, or Director, or as an alternative, to the Human Resources Manager, Human Resources Director, or Compliance Officer. Any formal complaint brought to the attention of management through this process shall be investigated thoroughly with the goal of resolving the issue. Raising such concerns shall not jeopardize the terms and conditions of employment of the reporting individual. All ~~staff employees~~ shall cooperate fully in the investigation of any alleged violation of these Standards of Conduct. Any ~~staff member who~~ employee intentionally making false accusations regarding misconduct or compliance is subject to disciplinary action.
- G. Any employee in violation of ~~the~~ LCHD/CHC's policies and procedures, or engaging in any conduct considered inappropriate or unsatisfactory, ~~will~~ is subject ~~the~~ employee to disciplinary action, up to and including termination.

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- H. The following list is intended to provide general guidance for the types of behaviors considered unacceptable or prohibited while in the employment of LCHD/CHC, but is not ~~all~~-inclusive of all unacceptable or prohibited behaviors:
1. Violation of the Corporate Compliance standards and procedures;
 2. Conviction of a criminal felony offense;
 3. Conviction of a misdemeanor offense requiring probation or incarceration;
 4. Failure to self-disclose within 3 days of occurrence any criminal conviction, felony, misdemeanor, or loss of driving privileges ~~that occurs while in the employ of the LCHD/CHC within 3 days of occurrence~~;
 5. Fighting with, threatening, intimidating, assaulting, yelling or using harsh or profane language towards anyone (see Workplace Violence Prevention Policy);
 6. Engaging in any form of sexual or other harassment (see Harassment Policy);
 7. Engaging in an intimate relationship with LCHD/CHC ~~patients or clients~~ for which you an employee provides direct service ~~is prohibited~~. Employees are expected to abide by the ethical guidelines of their profession with respect to their relationships between with current and former clients/~~patients and former clients/patients~~.
 8. Willful deception, deliberate patterns of lying, or making false, malicious, or frivolous complaints;
 9. Falsifying, ~~or altering,~~ or failing to submit any records, reports, medical documents, treatment plans or attendance records;
 10. Willful misrepresentation or concealment of any information during the hiring process or agency investigations;
 11. Using the position of employment with ~~the~~ LCHD/CHC to secure special privileges or exemptions, personally, or for others (see Conflict of Interest Policy.);
 12. Violation of any federal, state, or local laws pertinent to your an employee's position or to LCHD/CHC;
 13. Violation of any LCHD/CHC rules or regulations, including those pertaining to client confidentiality and failure to safeguard protected health information (electronic, paper, or ~~-~~verbal);
 14. Accessing ~~patient~~client, employee, or family records or other confidential information for personal use or knowledge, or using this information in a manner unrelated to LCHD/CHC business or to the detriment of ~~the other person~~another individual;
 15. Reporting to work or responding to a call-in situation in an unfit condition, including being under the influence of drugs (including marijuana), alcohol, or any other substances (see Drug and Alcohol-Free Workplace Policy);
 16. Failure or refusal to sign authorizations to conduct tests or background checks based upon reasonable suspicion, or other compelling reasons;
 17. Theft of or willful damage to an employee's, client's, or LCHD/CHC's property;
 18. Misuse of LCHD/CHC property and/or unauthorized removal of company documents, equipment, tools (including information technology networks), supplies, or confidential information of any nature;
 19. Possession of unauthorized firearms on or in any ~~of the~~ LCHD/CHC properties ies or when performing LCHD/CHC duties, regardless of whether the employee has

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- a concealed carry permit.
20. Refusing to follow management's legitimate and lawful instructions concerning a job-related matter (i.e., being insubordinate);
 21. Harassing, bullying, offensive, or disrespectful conduct;
 22. Conduct unbecoming of a public employee, especially conduct that adversely impacts the public's trust;
 23. Excessive absenteeism, a pattern of absenteeism such as repeated absences on Mondays or Fridays, or absence from the job without prior authorization ([see Attendance Policy](#));
 24. Repeated failure to report to work as scheduled, including failure to report to assigned workstation prepared to perform job duties at the appointed starting time;
 25. Gambling while on duty;
 26. Sleeping, loafing, or disruptive horseplay while on duty;
 - ~~27.~~ Unsatisfactory job performance;
 - ~~27-28.~~ [Failure to exhibit LCHD/CHC Organizational Values with other employees, clients, and customers.](#)
 - ~~28-29.~~ [Failure to comply with the dress code](#) ~~Repeated violation of standard dress code~~ (see Dress Code Policy);
 - ~~29-30.~~ Failure to wear assigned safety equipment, or failure to abide by safety rules and regulations; and
 - ~~30-31.~~ Violations of any LCHD/CHC personnel policies or any program specific policies and procedures.

II. SCOPE:

All LCHD/CHC employees, consultants, interns, volunteers, and others ~~who~~ [acting](#) on behalf of ~~the Health Department~~ [LCHD/CHC](#).

III. PROCEDURE:

- A. All employees, consultants, interns, and volunteers are expected to act in a professional manner while engaged in work-related duties and activities, whether on LCHD/CHC property or any other location during the performance of duties.
- B. ~~The~~ LCHD/CHC recognizes that a mutually satisfying and productive employment relationship requires the communication of, and adherence to, acceptable performance standards and workplace behaviors.
- C. Any changes to these rules, regulations, policies, and procedures shall be communicated to employees in a timely manner, with sufficient advance notice.
- ~~D.~~ All employees must sign an acknowledgment that they have received a copy of the LCHD/CHC Standards of Conduct Policy and that compliance with the policy is a term and condition of employment.
- ~~D.E.~~ [All employees are required to read and understand the assigned policies and procedures upon hire and as revisions are made. Compliance with these policies is a term and condition of employment and any violation may result in discipline, up to and including termination. Reading assignments may be made through the document management system.](#)

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IV. REFERENCES:

Workplace Violence Prevention Policy
Harassment Policy
Conflict of Interest Policy
Drug and Alcohol-Free Workplace Policy
Attendance Policy
Dress Code Policy

V. AUTHORS/REVIEWERS:

Designated Review Team, Corporate Policy and Procedure Committee, Executive Team, and Lake County Board of Health Personnel Committee.

VI. APPROVALS:

Lake County Board of Health President

Signature: _____ Date: _____

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15. Reporting to work or responding to a call-in situation in an unfit condition, including being under the influence of drugs (including marijuana), alcohol, or any other substances (see Drug and Alcohol-Free Workplace Policy);
16. Failure or refusal to sign authorizations to conduct tests or background checks based upon reasonable suspicion, or other compelling reasons;
17. Theft of or willful damage to an employee's, client's, or LCHD/CHC's property;
18. Misuse of LCHD/CHC property and/or unauthorized removal of company documents, equipment, tools (including information technology networks), supplies, or confidential information of any nature;
19. Possession of unauthorized firearms on or in any LCHD/CHC property or when performing LCHD/CHC duties, regardless of whether the employee has a concealed carry permit.
20. Refusing to follow management's legitimate and lawful instructions concerning a job-related matter (i.e., being insubordinate);
21. Harassing, bullying, offensive, or disrespectful conduct;
22. Conduct unbecoming of a public employee, especially conduct that adversely impacts the public's trust;
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27. Unsatisfactory job performance;
28. Failure to exhibit LCHD/CHC Organizational Values with other employees, clients, and customers.
29. Failure to comply with the dress code (see Dress Code Policy);
30. Failure to wear assigned safety equipment, or failure to abide by safety rules and regulations; and
31. Violations of any LCHD/CHC personnel policies or any program specific policies and procedures.

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