

## CORPORATE POLICY

**SUBJECT: Standards of Conduct**

**CATEGORY: Human Resources**

**ORIGINAL DATE: May 1, 1996**

**REVIEWED DATE: March 12, 2018**

**REVISION DATE: November 18, 2020**

**I. POLICY:**

- A. All employees, consultants, interns, volunteers, and others who act on behalf of the Lake County Health Department and Community Health Center (LCHD/CHC) have a responsibility to LCHD/CHC patients, 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 efficient business operations, and benefit all employees. Conduct that interferes with operations, discredits the agency, or is offensive to co-workers, customers, or visitors will not be tolerated.
- C. Management Responsibility: The immediate supervisor, Associate/Deputy Director or Director must assume, and are charged with, the responsibility for ensuring that the conduct of staff 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 orientation. Rules and regulations will periodically be reviewed with all employees as necessary. Every staff member is responsible for ensuring that their conduct is consistent with these Standards of Conduct, with the Health Department's policies and procedures, 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 Federal, State 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 shall cooperate fully in the investigation of any alleged violation of these Standards of Conduct. Any staff member who intentionally makes false accusations regarding misconduct or compliance is subject to disciplinary action.
- G. Any violation of the LCHD/CHC's policies and procedures, or any conduct considered inappropriate or unsatisfactory, may 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 that are considered unacceptable while in the employment of the Health Department, but is not all-inclusive of unacceptable 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 any criminal conviction, felony, misdemeanor, or loss of driving privileges that occurs while in the employ of the Health Department within 3 days of occurrence;
  5. Fighting with, threatening, intimidating, assaulting, yelling or using harsh or profane language towards anyone (see Workplace Violence Policy);
  6. Engaging in any form of sexual or other harassment (see Harassment Policy);
  7. Willful deception, deliberate patterns of lying, or making false, malicious, or frivolous complaints;
  8. Falsifying or altering any records, reports, medical documents, treatment plans or attendance records;
  9. Willful misrepresentation or concealment of any information during the hiring process or agency investigations;
  10. Using the position of employment to secure special privileges or exemptions, personally, or for others (see Conflict of Interest, Bribery Policy);
  11. Violation of any federal, state, or local laws pertinent to your position or to LCHD/CHC;
  12. Violation of any LCHD/CHC rules and regulations, including those pertaining to client confidentiality and failure to safeguard protected health information (electronic, paper, or oral);
  13. Accessing patient, 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;
  14. 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);

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15. Failure or refusal to sign authorizations to conduct tests or background checks based upon reasonable suspicion, or other compelling reasons;
16. Theft of or willful damage to an employee's, customer's, or Health Department property;
17. Misuse of Health Department property and/or unauthorized removal of company documents, equipment, tools, supplies or confidential information of any nature;
18. Possession of unauthorized firearm or concealed weapon on agency premises or while performing your duties;
19. Refusing to follow management's legitimate and lawful instructions concerning a job-related matter (i.e. being insubordinate);
20. Harassing, bullying, offensive, disrespectful or discourteous conduct;
21. Conduct unbecoming of a public employee that adversely impacts the public's trust;
22. Excessive absenteeism, a pattern of absenteeism such as repeated absences on Mondays or Fridays, or absence from the job without prior authorization;
23. Repeated failure to report to work as scheduled, including failure to report to assigned workstation prepared to perform job duties at starting time;
24. Gambling while on duty;
25. Sleeping, loafing or disruptive horseplay while on duty;
26. Unsatisfactory job performance;
25. Repeated violation of standard dress code (see Dress Code Policy);
26. Failure to wear assigned safety equipment or failure to abide by safety rules and regulations; and
27. 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 act on behalf of the Health Department.

### **III. PROCEDURE:**

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- 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 Health Department 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 advanced notice.
- D. All employees must sign an acknowledgment that they have received a copy of our Standards of Conduct Policy and that compliance with the policy is a term and condition of employment.

### **IV. REFERENCES:**

Attendance Policy, Drug and Alcohol Free Workplace Policy, Workplace Violence Policy, Dress Code Policy, Conflict of Interest and Bribery Policy, and Harassment 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: \_\_\_\_\_