



**Policy: Rules of Behavior**

**Policy Number: O-22**

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Approved By: <i>Mary Caudelle</i> V.P Human Resources		
Approved By: <i>[Signature]</i> President, LibertyHealth		
Effective Date: 1/30/08		1/30/08
References:		

**POLICY:**

In order to provide efficient, high quality services delivered in a caring manner, LibertyHealth has established rules of behavior that apply to all employees at all times.

**RULES OF BEHAVIOR:**

In addition to performance expectations that relate specifically to an employee's individual position, employees are required to conduct themselves at all times in a courteous professional manner. Those expectations are defined in a positive fashion. The following is a partial list of conduct that constitutes unprofessional behavior on the job, violations of performance standards, hospital rules and standards of behavior: Employees who engage in such behavior will receive discipline, up to and including termination (see HR Policy F-5 Disciplinary Action). This list is not meant to be complete, but merely a guideline for employees and supervisors in identifying unacceptable behavior.

1. *Excessive absenteeism or tardiness.* This includes patterned absenteeism such as being absent the day preceding or following weekends, days off, holidays or vacation. Absenteeism and tardiness relate to the amount of time off from the job regardless of the reason. Failure to notify a supervisor prior to absence is also violation of attendance standards.
2. *Unauthorized absence from work area during work time.* Employees may be away from their workstations for breaks, meals and personal reasons, but only with the approval of their supervisor.
3. *Sleeping, resting one's eyes or loafing while on duty.*
4. *Insubordination.* This includes refusal to follow a supervisor's instruction or accept an assignment and disrespectful conduct towards a supervisor.
5. *Failure to provide customer-driven responsiveness, including failure to perform assigned duties properly and promptly.* The customer is defined by the job and the particular task, but includes patients, visitors, physicians, the general public, supervisors and fellow employees. Responsiveness applies to whatever task is involved in a particular job. All responses should be timely, professional, caring and respectful in accordance with the LibertyHealth's Behavioral Standards.

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6. *Use of abusive, obscene or threatening language to customers* (defined in 5 above) on Liberty's premises.
7. *Use, selling, processing, possession or being under the influence of illegal or unauthorized drugs or alcohol* on Liberty's premises (HR Policy O-30 Workplace Violence Prevention).
8. *Possession or use of a weapon* on Liberty's premises (HR Policy O-30 Workplace Violence Prevention).
9. *Soliciting, collecting funds, selling merchandise, tickets or services without specific authorization.* This includes performing personal business on Liberty's time and/or property.
10. *Unauthorized possession, willful destruction or defacement of Liberty property, or/and another individual's property,* including fellow employees, patients, vendors and visitors.
11. *Violations of safety, security or fire prevention rules.* This includes, but is not limited to failure to wear personal protective devices including gloves and goggles, failure to follow universal precautions and other infection control rules, and failure to report an on-the-job injury.
12. *Violation of the Medical Center's dress code* (HR Policy O-4 Dress Code), including maintaining appropriate personal hygiene.
13. *Violation of the Medical Center's smoke free environment* (See Admin Policy # 30 Smoke-Free Environment).
14. *Unauthorized possession, use, copying, or reading of hospital records and e-mails,* including misuse of computers and/or access to confidential information or disclosure of such records or information to unauthorized persons.
15. Misuse of computer access to information and/or improper disclosure including written and verbal/oral disclosure of records or information obtained through computer access is in violation of LibertyHealth's Internet and E-Mail Policy No. IM-2.1.
16. *Disorderly conduct of any kind* including fighting, provoking a fight, horseplay, intimidating, coercing or harassing fellow employees, visitors, vendors or patients on Medical Center premises.
17. *Soliciting or accepting tips or gifts from patients, visitors, or vendors.* (See Corporate Compliance Policy No. O-10.)
18. *Unauthorized use of Liberty's property i.e., telephone, (including use of one's own property during work time) computers, paging system, materials, supplies, etc.,* for personal use.

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19. *Any act or conduct detrimental to patient care or Medical Center operations, including lying, withholding information, providing misleading or false information, or not being truthful during investigations conducted by the Medical Center.*
20. *Failure to wear hospital I.D., with picture and life number clearly visible, while on Medical Center premise (see Identification/Kronos Badge Policy No. O-11).*
21. *Falsification of employment records (false statement on application), benefit claim forms or other Medical Center records. This includes failure to punch one's own time card, punching another employee's time card, or permitting another employee to punch one's time card, falsification of medical documentation related to leaves of absences or sick-calls. This guideline applies to all forms of time records or any other hospital records.*
22. *Theft or possession without authorization of hospital property, the property of fellow employees, visitors, patients or vendors including theft of time and misuse of hospital property for one's own or to support another's misuse.*
23. *Violation of Medical Center's anti-harassment policy (HR Policy F-1 Anti-harassment).*
24. *Violation of Medical Center's workplace violence policy (HR Policy O-4 Workplace Violence Prevention Policy).*
25. *Engaging in any behavior, personal relationships or contact (physical, sexual, or otherwise) with a patient, not specifically justified by medical or legal requirements.*
26. *Failure to maintain valid credentials (e.g. licenses, certifications, registration, etc.) required to perform the functions required by the job or job description.*
  - i. Human Resources is responsible for reviewing an original and securing a copy of a valid license at the time of employment; Academic Affairs is responsible for members of the House Staff and the Executive Office, following verification by the Credentials Committee of the Executive Medical Council, is responsible for maintaining copies of current licenses of the salaried medical staff. Department Director will notify each employee prior to the expiration date and follow up to see that renewal is accomplished by requiring the employee to submit a copy of the renewed license, which will be maintained within the department. An employee who does not have a valid required license is not able to work until one is secured. Excessive abuse of this policy may lead to disciplinary action, up to and including termination of employment.

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27. Personal use of Medical Center provided e-mail and Internet services, whether on Medical Center or personal time. Use of personal telephones (cellular phones) or other communication equipment on medical center property during work time is prohibited.
28. Bringing unauthorized individuals onto medical center premises or being on hospital premises when not authorized to and/or for no official hospital related business.
29. Recording of conversations, by video, audio or other media, without the permission, knowledge and consent of the said patient, vendor, employee or visitor.

**RESPONSIBILITY:**

- A. All employees are responsible for adhering to Liberty's rules of behavior.
- B. Managerial employees are responsible for:
  - 1) ensuring that all employees under their supervision are aware of, and understand all rules of behavior, including appropriate orientation of new employees to departmental and Liberty rules;
  - 2) prompt, consistent and appropriate disciplinary action when rules of behavior are violated.
- C. The Vice President, Human Resources and his/her designee(s) are responsible for:
  - 1) reviewing this policy at the new Employee Orientation;
  - 2) providing advice in the administration of this policy.

**CONTROL:**

The Vice President, Human Resources shall establish controls and procedures to ensure consistent application of this policy.