

KB0054046

## Standards of Conduct Policy

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### Providence Shared Services ("ministry")

**Department:** Human Resources**Approved by:** Chief Human Resources Officer**Date Last Reviewed:** 4/1/2021**Date Last Revised:** 4/1/2021**Date Adopted:** 8/11/2017**Policy Name:** Standards of Conduct**Scope:** All workforce members

**Purpose:** In keeping with our mission and values, the ministry has established this policy to inform workforce members of the expected standards while working for the ministry or on its premises.

**Terms:**

*Caregiver* is an employee of the ministry.

*Workforce member* means caregivers, volunteers, trainees, interns, medical staff, students, independent contractors, vendors and other individuals working at the ministry, whether or not they are paid by or under the direct control of the ministry.

*Core values* are the values adopted by the ministry.

**Policy:**

We strive to provide the highest level of patient care, maintain the public trust, and provide for a safe and healthy environment for patients, workforce members and visitors. In keeping with these efforts, we expect that our workforce members will maintain high standards for personal character, integrity and job performance. Together, we are committed to serving patients and treating each other in ways that support our values.

In order to carry out this commitment, we have adopted a code of conduct, with the expectation that caregivers will observe the code of conduct, adhere to established policies, and perform their work in accordance with our core values as well as the standards of conduct contained herein. After reviewing these standards, workforce members with questions or who would like more information should contact their core leader or human resources. Commitment to serving our patients and engaging in interactions with each other consistent with our values is a fundamental expectation for all of us who are working in any capacity in the ministry. Nothing in this policy is intended to restrict caregivers from discussing their wages, benefits, or other terms and conditions of their employment, or engaging in any protected-concerted activity. Failure to abide by the standards of conduct outlined in this policy may result in discipline up to and including termination from employment. The following standards apply to all workforce members:

1. **Dependability.** Our patients and co-workers depend on us to be at work as scheduled. Regular and predictable attendance is an essential function of all of our jobs. While absence or lateness is sometimes unavoidable, it may create hardship on others.
2. **Resources.** The resources of the ministry such as computers, telephones, and office supplies are for use in serving patients and for supporting those who serve patients. The use of such resources for personal

financial gain or other personal benefit is not permitted.

The following are examples of use of resources considered inappropriate:

- A. Personal long distance telephone calls on ministry telephones.
  - B. Theft or misappropriation of property (including drugs) belonging to the ministry, other workforce members, patients or visitors.
  - C. Unauthorized operation, abuse, misuse or deliberate destruction of ministry machines, technology, tools, equipment, property of the ministry or that of others.
  - D. Taking ministry or patient funds or property or making charges to accounts without authorization.
3. **Communication.** The ministry communicates important business-related information to workforce members in a variety of ways, including by e-mail, on-line newsletters, the ministry intranet, and ministry bulletin boards.
- A. Workforce members are responsible for reading e-mail messages from leadership, periodically reviewing the information posted on the ministry intranet site, and knowing the information that is posted on official bulletin boards, and for responding appropriately.
  - B. Workforce members are responsible for following any ministry policies relating to use of ministry technology and equipment.
4. **Recordkeeping.** The ministry is committed to pay caregivers accurately, on time and for all hours worked. The ministry time and attendance timekeeping system is the basis upon which paychecks are calculated.
- A. All caregivers are required to accurately record their time worked by personally accessing the ministry timekeeping system, entering time worked as appropriate and responding or attesting to any questions on that system.
  - B. Caregivers are expected to promptly report any missed rest or meal periods using the ministry timekeeping system attestation and any ministry logs as required so that the ministry may appropriately compensate them for any missed rest or meal periods.
5. **Safe & Healthy Environment.** The safety and security of patients and our workforce is the responsibility of all workforce members.
- A. Name badges are provided to all workforce members and agency personnel. Badges must be worn on the front of the body, above the waist with the identification facing outward.
  - B. Each of us should take immediate steps to eliminate hazardous situations.
  - C. We are all responsible to ensure clean and orderly patient care and work areas.
  - D. Workforce member food and beverages should not be taken into patient care areas or around electrical equipment.
  - E. Possession, consumption, sale or being under the influence of alcohol, marijuana, or an illegal or controlled substance at work or on the premises is prohibited as outlined in the Substance Free Workplace policy. Willful abuse of prescribed medications in any way that affects work performance is also not permitted.
  - F. We are all responsible to comply with health and safety standards, safety rules and common safety practices.
6. **Professionalism.** Quality care, professionalism and a spirit of service and hospitality are the ways in which we create our patients' perceptions of the ministry.
- A. Personal cleanliness, grooming and attire are expected to be of a nature common to that found in the professional business community.
  - B. Uniforms or other hospital-supplied garments must be worn as required in specific tasks.
  - C. Personal protective equipment and attire (PPE) must be worn as directed by the health and safety requirements of the job, pertinent law, and the policies of the ministry.
7. **Behavioral Expectations.** Our ability to serve our patients is depends on consistent, focused efforts of all our workforce members. We have learned over the years that the following actions of workforce members supports the ministry's ability to serve our patients with excellence. As such, the following actions are examples of expected conduct.
- A. Meeting performance standards for the job, including knowledge, skills and consistently completing assigned tasks.
  - B. Following ministry and/or department policies (for example, adherence to our harassment/discrimination, dependability/attendance, substance-free workplace, workplace violence policies,

- annual health requirements within designated timeframe.)
- C. Meet all integrity and compliance standards (for example, renewing required certification or licensure and/or completing compliance education including information on fraud, waste, abuse, HIPAA, and Information Security) in a timely manner. Workforce members are required to complete compliance education within their first 90 days and annually thereafter.
  - D. Accept and perform job assignments as outlined in job description, at the direction of the core leader or the assigned duties of the workforce member's position.
  - E. Avoiding any willful action or negligence which could result in injury to other persons or damage to any property.
  - F. Ensuring that all records are free from falsification, unauthorized use or removal, or misuse of any records required in the transaction of ministry business (for example, patient records, business records, time keeping, and workforce member information.)
  - G. Ensuring that your activities are beyond reproach, with no occasions of any theft or work-related dishonesty, including falsifying documents or records, omitting material information, misappropriation of funds, or misrepresentation to obtain pay, benefits or privileges; misrepresenting or withholding pertinent information related to employment or benefits, or engaging in personal activities (such as sleeping, watching television, or playing computer games) during paid work time.
  - H. Notifying core leader or human resources immediately of an arrest or conviction related to any crime against persons or felony convictions.
  - I. Avoiding any safety or security violations of either a willful or negligent nature that could or do result in injury to a person or damage to ministry property.
  - J. Ensuring consistent attendance and punctuality, abiding by the applicable standards for meal and break periods, obtaining authorization for any overtime to be worked and/or leaving work early.
  - K. Avoiding intimidating behavior toward, threatening, coercing or interfering with, a workforce member, patient or visitor.
  - L. Cooperating fully with any investigation process initiated by the ministry to investigate a claim of harassment, discrimination, disruptive behavior, or claims of any other nature that may require an investigation process.
  - M. Following the code of conduct adopted by the ministry and adhering to ministry core values.

This list is not intended as an exhaustive record of all the expectations for work conduct. It is illustrative of the general types of behaviors that are encompassed in an organization with expectations of exemplary decision making and the behavior standards we hold.

**Procedures:** In situations where the standards of conduct are not met, caregivers may be subject to corrective action which may include progressive discipline as outlined in the ministry corrective action policy. Workforce members who fail to meet the standards of conduct and who are not ministry caregivers may be subject to corrective action according to their agreement with the ministry as appropriate.

**Help:** For questions about this policy, or assistance with understanding your obligations under this policy, please contact human resources.

The statements of this policy document are not to be construed as a contract or covenant of employment. They are not promises of specific treatment in specific situations and are subject to change at the sole discretion of the ministry.