



- Administrative
- Departmental

SUBMITTED BY: Adriene McCoy **APPROVED BY:** Corey B. Heller
 Title: Assistant Vice President, Human Resources Title: Corporate Vice President and Chief Human Resources Officer

Responsible Department Human Resources

APPROVED BY: George Foyo
 Title: Executive Vice President and Chief Administrative Officer

Creation Date: 12/01/95
Review Date: 08/20/02, 10/11/05, 07/03/08
Revision Date: 01/26/09, 08/02/10
Post Date: 09/30/10

POLICY TITLE:
Employee Conduct

SUMMARY & PURPOSE:

Baptist Health is committed to the highest standards of patient care and business operations. Our intent is to provide a work environment that is safe; conducive to trust, respect and effectiveness in work relationships; and that provides the foundation for superior service and care. The purpose of this policy is to set forth expectations for Baptist Health employees' conduct and describe certain acts and conditions that are unacceptable and may lead to corrective action up to and including discharge.

POLICY:

Trust and respect are freely given to all Baptist Health employees in the expectation they will conduct themselves with honesty/integrity, maturity, and exhibit a commitment to professional performance. This policy establishes standards that form the foundation of acceptable conduct throughout Baptist Health South Florida. It applies to all employees; volunteers, contracted workers, students and other personnel conducting business on Baptist Health property. It is the responsibility of the leader to correct deviations from standards established in this policy by counseling those employees whose behaviors are inconsistent with this policy. Employee behavior inconsistent with the standards in this policy is subject to the Corrective Action process. Baptist Health reserves the right to bypass any step in the Corrective Action process.

SCOPE/APPLICABILITY:

All references to Policies must go to the BHSF Master Copy on the BHSF Intranet; do not rely on other versions / copies of the Policy.

Applies to all Baptist Health South Florida employees, volunteers, contracted workers, students and other personnel conducting business on Baptist Health property.

PROCEDURES TO ENSURE COMPLIANCE:

1. Leaders will promptly address employee conduct and performance issues. The leader has a responsibility to address these issues within a reasonable time, preferably within one week of becoming aware of the issue/s. If the issue is complex or there are unusual circumstances requiring additional time, the leader will work with Human Resources and bring the matter to conclusion as soon as possible.
2. Employee conduct which is unacceptable at Baptist Health and may result in immediate disciplinary action, up to and including termination of employment, includes but is not limited to the following:
 - a. Being absent for three or more days without notification (no call/no show) (also referred to as a voluntary quit or job abandonment).
 - b. Falsification of health, payroll, personnel, travel expense reports or other business records, including employment applications and patient records.
 - c. Falsification of information on an employee's time and attendance record: by "clocking in" and leaving the premises for personal reasons without "clocking out" or by "clocking in" or "clocking out" for another employee who is not working. Also, falsifying information on timesheets, or by instigating such action by another employee for personal benefit.
 - d. Failure to respect the confidential/proprietary nature of official records and information, including but not limited to violation of personal access codes, forwarding confidential information to personal or third-party email accounts, etc.
 - e. Stealing or willfully or carelessly destroying or damaging any property belonging to the institution, patients or co-workers.
 - f. Possessing, selling, consuming, distributing or being under the influence of alcohol, illegal drugs or any mood altering substance on work premises.
 - g. Refusing to consent to a drug test pursuant to the Baptist Health Drug-Free Workplace Policy 6150.
 - h. Bringing or using explosives, knives or other dangerous weapons (not including lawfully permitted firearms which are kept at all times in the employee's locked vehicle) on to Baptist Health property.
 - i. Removing a lawfully permitted firearm from an employee's locked vehicle and taking the firearm onto Baptist Health property.
 - j. Refusal to comply with a direct order from supervisors or other members of leadership.
 - k. Failure to report an arrest to leadership or HR whether or not the reason(s) for arrest was based on an incident which happened outside of work.
 - l. All forms of violence as described in Human Resources Policy 5100 Preventing Workplace Violence.
 - m. All forms of harassment and discrimination as described in Human Resources Policy 5075 Policy Prohibiting Harassment and Discrimination (formerly Employee Dignity and Respect).
 - n. Use of Baptist Health inter-office mail, computers, E-Mail, Instant Messaging and Voice Mail to display and/or transmit, including through regular mail, electronic mail or instant messaging, of pornographic, sexually explicit images, videos, messages and/or cartoons and other physical, verbal or visual conduct of a sexual nature, as well as the display of such images, messages, and/or cartoons in the employee's workspace.
 - o. Dishonesty of any kind including theft, fraud and lying during the course of an investigation.
 - p. Breach of confidentiality during the course of an investigation.

All references to Policies must go to the BHSF Master Copy on the BHSF Intranet; do not rely on other versions / copies of the Policy.

- q. Use of Baptist Health equipment/supplies by employees to perform clinical tests on themselves, other employees, family members, friends, or visitors who are not registered patients at Baptist Health when the test is performed.
 - r. Use of Baptist Health equipment/supplies by employees to perform clinical tests on themselves, other employees, family members, friends, or visitors who are registered patients at Baptist Health at the time the test is performed, when the employee has not been assigned by his/her leader to perform the clinical test(s).
 - s. Self-registering by employees for clinical tests and/or procedures at Baptist Health.
 - t. Accessing an employee's own medical record.
 - u. Accessing the medical records of an employee's family member, friend or visitor for whom the employee is not providing direct patient care, or the medical records of any patient of Baptist Health for whom the employee is not providing direct patient care.
 - v. Gross negligence or inattention to duty resulting in the creation of a dangerous condition with potential or actual loss to Baptist Health, its employees, patients or guests.
 - w. Sabotaging, damaging or destroying Baptist Health facilities, grounds or equipment.
 - x. Engaging in activities, which constitute a conflict of interest with an employee's responsibility to Baptist Health, including but not limited to Soliciting gifts or tips from vendors, patients and patients' families.
 - y. Failing to comply with licensure and certification requirements.
 - z. Other serious offenses, including criminal conviction, which may result in serious adverse consequences to the corporation, department, patient, employee, or other individual associated with our institution.
3. Unacceptable employee conduct which may result in corrective action up to and including discharge includes, but is not limited to, the following.
- a. Excessive absences or tardiness, or not giving appropriate notice when unable to report to work as described in Human Resources Policy 5400 Guidelines for Employee Attendance.
 - b. Unauthorized absence from the department or from the entity in which employed.
 - c. Violation of fire or safety rules, or engaging in any activities that create a safety hazard.
 - d. Sleeping during work time.
 - e. Failure to observe Baptist Health traffic or parking regulations.
 - f. Failure to cooperate with or display courtesy to other employees or any other person with whom the employee comes in contact. This includes the use of any profane language or inappropriate gestures, considered after an appropriate investigation, to be disrespectful, vulgar and/or unprofessional.
 - g. Failure to cooperate with any Baptist Health conducted investigation or inquiry. This includes the failure to maintain and respect the confidentiality of any investigation to which an employee may be called on as a witness, after duly advised to do so.
 - h. Failure to permit searches of packages, bundles, or lockers while on or leaving Baptist Health premises.
 - i. Smoking in "No Smoking" areas.
 - j. Gambling on Baptist Health premises.
 - k. Frequent and/or lengthy personal phone calls, the use of personal cellular phones as described in Human Resources policy 6400 Electronic Devices at the Workplace, or frequent visits by friends or family in the working area during employee's working hours.
 - l. Horseplay, yelling, pranks, profanity and/or unprofessional language.
 - m. Improper use of email or Internet access as described in the Internet Security and Usage Policy.
 - n. Poor or unacceptable job performance.
 - o. Any other act of misconduct or other action inconsistent with orderly, reasonable, and common sense conduct necessary to the mutual welfare of the organization and its employees, patients, or any other individuals associated with Baptist Health.

SUPPORTING/REFERENCE DOCUMENTATION:

- N/A

RELATED POLICIES, PROCEDURES, AND ASSOCIATED FORMS:

- BHSF Administrative HR Policy 5100 Preventing Workplace Violence
- BHSF Administrative HR Policy 5075 Employee Dignity and Respect (Harassment)
- BHSF Administrative HR Policy 5400 Guidelines for Employee Attendance
- BHSF Administrative HR Policy 5300 Corrective Action
- BHSF Administrative HR Policy 5600 Termination of Employment
- BHSF Administrative HR Policy 6150 Drug-Free Workplace Program
- BHSF Administrative HR Policy 6400 Electronic Devices at the Workplace
- BHSF Administrative Policy 104 Use of Computers, E-Mail, Instant Messaging and Voice Mail
- BHSF Administrative Policy 105 Internet Security and Usage Policy

ENFORCEMENT & SANCTIONS:

Violation of this policy may lead to disciplinary action, up to and including termination of employment.