

EL RIO COMMUNITY HEALTH CENTER

SCOPE:

This policy applies to **CLINICAL** and **NON-CLINICAL** departments in the following El Rio Community Health Center functional areas and/or locations (check all that apply):

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| <input checked="" type="checkbox"/> Family Medicine | <input checked="" type="checkbox"/> Same Day Appt. Clinic | <input checked="" type="checkbox"/> Radiology | <input checked="" type="checkbox"/> MOR/DOS |
| <input checked="" type="checkbox"/> Internal Medicine | <input checked="" type="checkbox"/> Broadway | <input checked="" type="checkbox"/> Pharmacy | <input checked="" type="checkbox"/> Administration |
| <input checked="" type="checkbox"/> Pediatrics | <input checked="" type="checkbox"/> Health on Broadway | <input checked="" type="checkbox"/> Laboratory | <input checked="" type="checkbox"/> Human Resources |
| <input checked="" type="checkbox"/> Dental | <input checked="" type="checkbox"/> SIA | <input checked="" type="checkbox"/> HIM | <input checked="" type="checkbox"/> Accounting |
| <input checked="" type="checkbox"/> Behavioral Health | | <input checked="" type="checkbox"/> Information Technology | <input checked="" type="checkbox"/> Business Office |
| <input checked="" type="checkbox"/> Midwives | <input checked="" type="checkbox"/> Birth & Women's | <input checked="" type="checkbox"/> Patient Communications | <input checked="" type="checkbox"/> Coding |
| <input checked="" type="checkbox"/> OB/GYN | <input checked="" type="checkbox"/> Care Coordination | <input checked="" type="checkbox"/> Advocacy & Eligibility | <input checked="" type="checkbox"/> Security |
| <input checked="" type="checkbox"/> Clinical Pharmacy | <input checked="" type="checkbox"/> Wellness | <input checked="" type="checkbox"/> Facilities/Materials | <input checked="" type="checkbox"/> Transportation |

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| <p>POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy</p> | <p>PAGE: 1 of 6</p> |
| | <p>REFERENCE NUMBER: HRD – 010</p> |
| <p>APPROVAL DATE: 06/2018</p> | <p>DATES REVIEWED WITHOUT CHANGE: N/A</p> |
| <p>EFFECTIVE DATE: 06/2018</p> | <p>REPLACES POLICY DATED: July 24, 2014</p> |
| <p>NEXT REVIEW DATE: 06/2020</p> | <p>DATE RETIRED: N/A</p> |
| <p>RESPONSIBILITY: Chief Human Resources Officer</p> | <p>APPROVALS: Chief Human Resources Officer, Chief Clinical Officer, Chief Operating Officer, Chief Executive Officer, Board of Directors. PPC:06/2018 CAC:06/2018 Board:06/2018</p> |

POLICY: It is the policy of El Rio Health that certain rules and regulations regarding employee behavior are necessary of the efficient operation of El Rio Health and for the benefit and safety of all employees and patients. Conduct that interferes with operations, that discredits El Rio Health or that is offensive to patients or co-workers will not be tolerated.

PROCEDURE:

Sexual and Other Forms of Harassment

El Rio Health is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally-protected characteristic will not be tolerated.

El Rio Health promotes a productive work environment and will not tolerate verbal or physical conduct by any employee which harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment.

Any employee, supervisor, or manager who is found to have engaged in harassment of another employee will

EL RIO COMMUNITY HEALTH CENTER

| | |
|--|---------------------------------------|
| POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy | REFERENCE NUMBER: HRD - 010 |
| PAGE: 2 of 6 | EFFECTIVE DATE: 06/2018 |

be subject to appropriate disciplinary action, depending on the circumstances, up to and including termination.

Employees are expected to act in a positive manner and contribute to a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated, and special attention is called to the prohibition of sexual harassment.

Each supervisor has a responsibility to maintain the work place free of any form of sexual harassment. No supervisor is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment.

Other sexually harassing or offensive conduct in the work place, whether committed by supervisors, non-supervisory employees, or non-employees, is also prohibited. Such conduct includes:

- Sexual flirtations, touching, advances, or propositions;
- Verbal abuse of a sexual nature;
- Graphic or suggestive comments about an individual's dress or body;
- Sexually degrading words to describe an individual; and
- The display in the work place of sexually suggestive objects or pictures, including nude photographs.

Any employee who believes that a supervisor's, another employee's, or a non-employee's actions or words constitute unwelcome harassment has a responsibility to report or complain about the situation as soon as possible. Such reports or complaints should be made to the employee's immediate supervisor, to the department head and/or the Chief Human Resources Officer.

Complaints of harassment are to be handled and evaluated under El Rio Health policy. Regardless, all complaints of harassment are to be investigated promptly in as impartial and confidential a manner as possible. Employees are required to cooperate in any investigation. A timely resolution of each complaint is to be reached and communicated to the parties involved. Retaliation against any employee for filing a complaint or participating in an investigation is strictly prohibited.

Employee Conduct Expectations:

Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of El Rio Community Health Center. Such conduct includes:

- Reporting to work punctually as scheduled and being at the proper work station, ready for work, at the assigned starting time.
- Giving proper advance notice whenever unable to work or report on time
- Complying with all Company safety and security regulations.
- Smoking only at times and in places not prohibited by Company rules or local ordinances.
- Wearing clothing appropriate for the work being performed including the I.D. Badge.
- Eating meals only during meal periods and only in the designated eating areas.
- Maintaining work place and work area cleanliness and orderliness.
- Treating all patients, visitors, and coworkers in a courteous manner.

EL RIO COMMUNITY HEALTH CENTER

| | |
|--|---------------------------------------|
| POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy | REFERENCE NUMBER: HRD - 010 |
| PAGE: 3 of 6 | EFFECTIVE DATE: 06/2018 |

- Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to El Rio Community Health Center's best interests.
- Performing assigned tasks efficiently and in accord with established quality standards.
- Reporting to management suspicious, unethical, or illegal conduct by co-workers, patients, or suppliers.

Employee Conduct Violations: (Similar to Bullying section)

Employees will be subject to disciplinary action, written, suspension up to and including termination, for violations of this policy. This list is non-inclusive and subject to change at any time.

- The use of profanity or abusive language.
- The possession of firearms or other weapons on Company property.
- Insubordination or the refusal by an employee to follow management's instructions concerning a job-related matter.
- Fighting or assault on Staff, patient or guest.
- Theft, destruction, defacement, or misuse of Company property or of another employee's, ~~or~~ patient's or guest's property.
- Gambling on Company property.
- Falsifying or altering any Company record or report, such as an application for employment, a medical report, a production record, a time record, an expense account or an absentee report.
- Submitting or the participation in the submission of any false claims to any agency of the Federal Government, or to any other funding agency or source of revenue.
- Threatening or intimidating Staff, patient, or guests.
- Smoking where prohibited by local ordinance or Company rules.
- Horseplay, pranks, or practical jokes.
- Unauthorized sleeping on the job.
- Failure to wear assigned safety equipment or failure to abide by safety rules and policies.
- Improper attire or inappropriate personal appearance.
- Engaging in any form of sexual or other harassment.
- Violation of other Company policies.
- Excessive or Unplanned absences (see Section 4).
- Failure to inform supervisor (or documented designee) minimum one hour before the start of their scheduled shift by telephone, or other means documented by departmental policy, when unable to work.
- Unauthorized possession or use of firearms or other weapons on Center property.
- Deliberate or careless damage to Center property.
- Interference with, insubordination, or refusal to obey any supervisor, security personnel, or other duly constituted authorities.
- Inefficient or careless performance, including failure to maintain any defined standards of quality, productivity or patient service expectations.
- Disorderly conduct on Center premises or at El Rio Health Events.

EL RIO COMMUNITY HEALTH CENTER

| | |
|--|---------------------------------------|
| POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy | REFERENCE NUMBER: HRD - 010 |
| PAGE: 4 of 6 | EFFECTIVE DATE: 06/2018 |

- Falsifying intentionally an employment application or any other Center records or documents.
- Failure to observe safety rules and regulations.
- Failure to adhere to the Center's smoke-free environment.
- Theft from fellow employees, from the Center, or from anyone on the Center premises.
- Leaving the department or job during working hours without proper permission.
- Excessive wage attachments or garnishments, which are defined as 2 or more unrelated matters in a single calendar year.
- Use of abusive or threatening language.
- Unauthorized use or removal of Center records or property of any kind, or records or property in the custody of the Center.
- Altering job or work records.
- Failure to return to work upon expiration of an authorized leave or vacation.
- Failure to report to work for three consecutive days without proper notification.
- Misrepresentation of the reason in applying for a leave of absence or other time off from work.
- Harassment of any Staff, patient or guest.
- Making racial or ethnic slurs, or engaging in sexual harassment against any Staff, patient, or guest on Center premises or at El Rio Health events.
- Failure to declare, or upon request to withdraw from outside activities which conflict with, detract from, or otherwise adversely affect the interests of the Center.
- Failure to cooperate in keeping Center facilities clean and sanitary.
- Failure to promptly report to supervisor any significant errors or mistakes or accidental damage affecting patient care.
- Failure to observe standards of dress and personal hygiene appropriate to the job.
- Unauthorized disclosure of confidential information.
- Being under the influence of un-prescribed drugs, alcohol, narcotics, or other intoxicants while on duty, or any other form of substance abuse which affects job performance.
- Failure to accept referral to counseling and treatment when appropriately referred by supervisor and physician.
- Soliciting of tips or gratuities from patients or from family or friends of patients.
- Engaging in any behavior or activity which jeopardizes patient care or compromises patient dignity.

Workplace Bullying:

El Rio Health is committed to providing a work environment that is free of bullying, either direct or indirect, whether verbal, physical or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment and such behavior violates El Rio's Employee Conduct Policy. Employees found in violation of this policy will be disciplined, up to and including termination.

El Rio Health considers the following types of behavior examples of bullying:

- **Verbal bullying:** Slandering, ridiculing or maligning a person or his or her family; persistent name calling that is hurtful, insulting or humiliating; using a person as butt of jokes; abusive and offensive remarks.

EL RIO COMMUNITY HEALTH CENTER

| | |
|--|---------------------------------------|
| POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy | REFERENCE NUMBER: HRD - 010 |
| PAGE: 5 of 6 | EFFECTIVE DATE: 06/2018 |

- **Physical bullying:** Pushing, shoving, kicking, poking, tripping, assault or threat of physical assault, damage to a person's work area or property
- **Gesture bullying:** Nonverbal threatening gestures; glances that can convey threatening messages.
- **Exclusion:** Socially or physically excluding or disregarding a person in work-related activities.

In addition, the following examples may constitute or contribute to evidence of bullying in the workplace:

- Persistent singling out of one person.
- Shouting or raising voice at an individual in public or in private.
- Using verbal or obscene gestures.
- Not allowing the person to speak or express himself or herself (i.e., ignoring or interrupting).
- Personal insults and use of offensive nicknames.
- Public humiliation in any form.
- Constant criticism on matters unrelated or minimally related to the person's job performance or description.
- Ignoring or interrupting an individual at meetings.

- Public reprimands.
- Repeatedly accusing someone of errors that cannot be documented.
- Deliberately interfering with mail and other communications.
- Spreading rumors and gossip regarding individuals.
- Encouraging others to disregard a supervisor's instructions.
- Manipulating the ability of someone to do his or her work (e.g., overloading, under loading, withholding information, assigning meaningless tasks, setting deadlines that cannot be met, giving deliberately ambiguous instructions).
- Inflicting menial tasks not in keeping with the normal responsibilities of the job.
- Taking credit for another person's ideas.
- Refusing reasonable requests for leave in the absence of work-related reasons not to grant leave.
- Deliberately excluding an individual or isolating him or her from work-related activities, such as meetings.
- Unwanted physical contact, physical abuse or threats of abuse to an individual or an individual's property (defacing or marking up property).

REFERENCES:

EL RIO COMMUNITY HEALTH CENTER

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|--|---------------------------------------|
| POLICY DESCRIPTION: Employee Conduct & Workplace Bullying Policy | REFERENCE NUMBER: HRD - 010 |
| PAGE: 6 of 6 | EFFECTIVE DATE: 06/2018 |

- Labor / Management Agreement 7/1/2016 through 12/31/2019 El Rio Division-AFSCME Local 449, AFL- CIO
- www.shrm.org – Workplace Bullying