

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 1 of 6

Policy:

Within the context of the Medical Center's Vision and Values, Shawnee Mission Medical Center strives to maintain a positive and productive work environment. To this end, the Medical Center expects all associates to fulfill performance expectations, to comply with standards of conduct, Human Resources policies, operating policies, Medical Center procedures, and to act respectfully and courteously at all times to other associates, patients, and visitors. The Medical Center will support its commitment to a positive and productive work environment by taking corrective and disciplinary action, as necessary.

While cause is not necessary for termination, violation of any of the Medical Center's standards of conduct, policies or procedures may result in termination or less severe corrective action, at the discretion of the Medical Center. In setting forth its standards of conduct, the Medical Center does so as a guide. The listing of the rules of conduct will not limit the imposition of disciplinary or corrective action, up to and including termination, for acts by associates which violate the normal and reasonable standards of workplace conduct as determined by Medical Center Administration. In making a decision as to what discipline or corrective action should be imposed for violation of standards, policies and procedures, the Medical Center will take into consideration all of the circumstances involved, as well as the associate's overall work record with the Medical Center.

An associate may be placed on paid suspension during the investigation of an incident on the recommendation of the supervisor or department director, in consultation with Human Resources.

An associate with ongoing counseling/discipline may not be eligible for a contribution increase and will be placed on imposed probation. Refer to Administrative Policy HR.206, "Performance Development and Pay Management."

I. Standards of Conduct Violations

The following acts constitute a violation of the standards of conduct:

- A. Failure to adhere to or comply with any written SMMC policy or procedure.
- B. Falsification, misrepresentation or misrecording of time records, Medical Center records, including application for employment, patient records, employee health documents, or any Medical Center reports (oral, written or computerized).
- C. Recording the time of another employee and failing to use one's own time record or badge.
- D. Failure to accurately access and record patient information.
- E. Excessive tardiness or absence, regardless of the reason. Associate absences and tardies are reviewed under the following procedure: Administrative Policy HR.807, "Absenteeism/Tardiness."

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 2 of 6

- F. Absence of two consecutive **or** three non-consecutive days within any 12-month period without notification or satisfactory reason **results in termination.**
- F. Excessive use of Medical Center phones for personal reasons.
- G. Inattention to duties, sleeping on duty, loafing or idleness, loitering or disruptive behavior.
- H. Behavior that can be construed as rude, disrespectful or inappropriate toward patients, volunteers, associates, physicians, visitors or anyone associated with SMMC.
- I. Gambling in any form, including lotteries and games of chance on Medical Center premises or during working hours.
- J. The following conduct is prohibited while on Medical Center premises, including all properties and buildings, parking areas, grounds, company vehicles, personal vehicles used to business purposes, and all locations where associates are acting within the course and scope of their employment on behalf of AHS or the Medical Center, or conducting AHS or Medical Center business:
 - 1. possessing, consuming, manufacturing, distributing, delivering, dispensing, exchanging, purchasing, selling, offering to sell, or using alcoholic beverages,
 - 2. using, possessing, transferring, diverting, purchasing, selling, or offering to sell illegal drugs, inhalants or any drug-related paraphernalia,
 - 3. reporting for work or working while under the influence of alcoholic beverages or impaired by the use of drugs.
 - 4. the illegal use of non-prescription medications or prescription drugs is also prohibited. (refer to HR.1210, "Drugs and Alcohol in the Workplace")
- K. Failure to notify the Medical Center that the associate has been convicted of or plead guilty to violating any federal or state drug laws within five days following the conviction.
- L. Refusal to consent or submit to testing for the presence of alcoholic beverages and/or the illegal use of drugs when requested by the Medical Center.
- M. Failure to successfully complete testing for alcoholic beverages and/or the illegal use of drugs when requested by the Medical Center.
- N. Abuse, waste or destruction of tools, equipment, supplies, goods, or any other property belonging to the Medical Center or a fellow associate.
- O. Failure to fulfill job requirements or standards of efficiency and productivity.

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 3 of 6

- P. Creating or contributing to unhealthy or unsanitary conditions.
- Q. Violating safety rules or common safety practices.
- R. Indulging in disorderly conduct, horseplay, abusive, profane or offensive language or conduct on the Medical Center premises (includes parking lots, leased facilities and other work locations).
- S. Fighting, threatening, intimidating, attempting bodily harm or injury, or interfering with another person on Medical Center property, in Medical Center vehicles or while on Medical Center business.
- T. The Medical Center bans the carrying of weapons (such as firearms, knives, or explosive) into the work site, including concealed weapons.
- U. Insubordination or refusal of an associate to follow instructions or to perform assigned work.
- V. Failure to be at the work station at the start of the shift, end of rest period, or end of lunch period, or failure to remain at the work station up to the rest period or end of shift.
- W. Misconduct or physical/verbal abuse toward or abuse of Medical Center patients, residents, customers, visitors, or associates.
- X. Theft or dishonesty.
- Y. Creating a hazardous condition for the associate, co-workers, patients, residents or customers.
- Z. Improper dress or unsafe apparel.
- AA. Creating fire hazards.
- BB. Unauthorized release of confidential information.
- CC. Lost time from work as a result of conviction for a criminal offense.
- DD. Soliciting or receiving gratuities, tips, funds, or loans from patients, customers or any other individuals.
- EE. Engaging in physical, visual, or verbal harassment on account of sex, race, age, religion, national origin, ethnicity, veteran status or disability. (See Administrative Policy HR.121, "Harassment.")
- FF. Violation of the Medical Center's solicitation and distribution policy. (See Administrative Policy HR.113, "Solicitation and Distribution by Associates.")

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 4 of 6

- GG. Failure to make a proper and timely report of an incident, such as injury, defective equipment, etc.
- HH. Commission of acts affecting the efficiency and productivity of other associates.
- II. Failure to maintain confidentiality and privacy of patients. Information about the identity or condition of a patient or resident is to remain confidential and should not be disclosed to anyone without specific authorization from Administration, or a designated representative. Disclosing information may subject this facility and those involved in legal action.
- JJ. Failure to comply with the Expectations for Customer Service Excellence.
- KK. Violation of the Computer User's Responsibility Agreement.
- LL. Violation of the Medical Center's Nepotism policy.
- MM. Violation of Workplace Violence rules or policies.
- NN. Violation of the Corporate Compliance policy.
- OO. Violation of the tobacco-free policy, Administrative Policy ES.100, "Tobacco-Free Policy".

Associates who are found to be non-compliant with the Tobacco-Free Policy will be counseled through the following disciplinary mechanisms:

1. Documented Verbal Warning with the associate citing a violation of standards, policies or procedures or unsatisfactory job performance. The discussion will review expected future conduct or performance.
 2. Written Reprimand - A formal written reprimand to the associate will be placed in the Human Resources file citing a violation of rules or unsatisfactory performance and expected future conduct or performance.
 3. Termination of employment, which is initiated by the Medical Center.
- PP. Personal cameras and camera cell phones may not be utilized to take photographs of the workplace, patients, co-workers or visitors, without the express written authorization of the person(s) being photographed.
 - QQ. Associates' personal cell phones may not be used during working time, or in working areas of this facility, except in response to a facility or personal emergency. They may use personal cell phones during authorized non-working time (before clocking in, after clocking out, during authorized breaks, and during meal periods), so long as the cell phone use does not disturb patients or visitors, or interfere with work being performed by associates.

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 5 of 6

RR. Radios, tape and compact disc players, iPods, MP3 players, etc., are not allowed in locations where they may interfere with patients, customers, visitors or other associates.

SS. Failure to adhere to or comply with written AHS policies and procedures.

TT. Failure to follow SMMC parking policies. Associates must park between yellow lines which are designated associate parking spaces.

II. Violations of Policies, Rules or Procedures

Associates' violations of the standards of conduct will result in termination or less severe disciplinary or corrective action at the discretion of the Medical Center. Any of the following actions may be taken at the discretion of the Medical Center based upon all of the circumstances involved. A Corrective Action form will be completed and forwarded to Human Resources.

A. Verbal Warning

A verbal warning with the associate cites a violation of standards, policies or procedures or unsatisfactory job performance. The discussion will review expected future conduct or performance.

B. Written Reprimand

A formal written reprimand to the associate will be placed in the Human Resources file citing a violation of rules or unsatisfactory performance and expected future conduct or performance.

C. Imposed Probation

Associates may be placed on imposed probation for one to three months by their immediate supervisor or department head in conjunction with Human Resources. Associates who fail to respond to guidance during or upon completion of their imposed probation are subject to termination. Merit increases will not be given to an associate during the period of imposed probation, but other employment benefits will not be affected.

D. Disciplinary Suspension

Associates may be suspended from duty by their supervisor or department head, in consultation with Human Resources, for one to five days. Disciplinary suspension will be without pay, and paid time off (PDO) may not be used during this period. All other employment benefits will continue to be in effect.

E. Decision-Making Leave

Category: Human Resources

Effective Date: 2-9-2011

Title: Standards of Conduct

Policy No: HR.804

Page: 6 of 6

The Medical Center may place the associate on a paid one-day decision-making leave. Further employment with the Medical Center depends on the associate's commitment to improve his/her conduct or performance problems. The associate will be told to return to work the next day with a decision to correct performance and remain as an associate, or to resign and pursue work opportunities elsewhere. The associate will not begin work after the decision-making leave until their commitment to improve is given to his/her supervisor and written counseling is reviewed, which will include:

1. a summary of what counseling has occurred up to that point;
2. a review of the conduct or performance that must be corrected and the standard that must be met;
3. the consequences of not meeting these standards (i.e., termination).

F. Termination

Termination of employment is initiated by the Medical Center.

Approved by: Brad Hoffman, Executive Director, Human Resources and Samuel H. Turner, Sr., President and CEO

Reviewed by: Brad Hoffman, Executive Director, Human Resources (2-9-2011)

Replaces: HR Policy 805 dated 7-4-74 and 6-14-00, and HR Policy 804, dated 3-1-72, 5-21-81, 10-17-93, 12-01-95, 03-01-97, 10-1-97, 2-13-02, 2-12-03, 2-11-04, 12-08-04, 7-26-06, 8-8-07, 2-19-08, and 9-26-08

References: ES.100, "Tobacco-Free Policy"; HR.113, "Solicitation and Distribution by Associates"; HR.121, "Harassment"; HR.206, "Performance Development and Pay Management"; HR.807, "Absenteeism/Tardiness", HR.1210, "Drugs and Alcohol in the Workplace"
