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**Administrative Policy  
Management of Human Resources  
EXPECTED BEHAVIORS**

It is the expectation of St. Vincent's Health System (the System) that associates will engage in behaviors and performance levels that meet the generally accepted expectations of patients, fellow associates and customers. Following is a listing of specific expectations that are intended as a guideline and is not all inclusive. Associates who are not meeting these expectations will be coached and assisted in developing a plan of action that will allow them to meet expectations. Associates who continually chose not to meet expectations will be addressed by the positive redirection process.

- I. Expectations: It is expected that associates will:
- A. Maintain accurate time records, reports, patient or customer records, or any official records of the System.
  - B. Only use their own access to any time and attendance system and encourage others to do the same.
  - C. Only use their own security code or password for authorized access of information technology systems and encourage others to do the same.
  - D. Adhere to the guidelines and restrictions of the Information Technology policy.
  - E. Maintain the confidentiality of information relating to patients, customers, visitors, associates or operations of System.
  - F. Adhere to the attendance expectation of the System
  - G. Adhere to assigned schedules including breaks and meal periods.
  - H. Seek permission before leaving job other than at shift end.
  - I. Treat other associates, patients, visitors and customers in keeping with the manner in which the associate would want to be treated in a similar situation.

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- J. Maintain a working environment that is free of intimidation, harassment, hostility, profane or abusive language, inappropriate behavior and interference with the ability of others to perform their assignment.
- K. Assist in maintaining a drug free workplace.
- L. Report to work free of the influence of alcohol or illegal drugs, or prescription drugs, which impair performance.
- M. Be free of criminal offenses or convictions which have an impact on the associate's job responsibilities.
- N. Always use appropriate safety equipment.
- O. Maintain a safe environment free of dangerous chemicals, explosives or any other weapons in any building, or on any leased property of System or its subsidiaries.
- P. Report defective equipment or safety hazards to the appropriate person or department.
- Q. Follow safety rules and engage in activities that contribute to the safety of others and the work environment and immediately report any accidents or injuries.
- R. Respect the property of other associates and the System.
- S. Always identify themselves to others by wearing the System issued name badge, free of alteration or defacement and in a location that is easily read
- T. Always insure that assigned patients have been transferred to another appropriate caregiver if the associate is not able or available to provide care.
- U. Be awake and alert in order to perform job responsibilities.
- V. Provide the quality and/or quantity of work established for the job responsibilities.
- W. Adhere to parking policies and guidelines

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- X. Adhere to the guidelines for 501 ( C ) ( 3 ) organizations related to political action.
- Y. Adhere to the dress code of the system.
- Z. Adhere to use of designated smoking or eating areas.
- AA. Utilize personal cell phones only during breaks and meal periods in areas that do not interfere with the delivery of services.
- BB. Limit use of business phones for personal calls while on duty.
- CC. Engage in professional or courteous conduct.
- DD. Engage in behavior that reflects positively on the organization.
- EE. Adhere to the System's ethics and compliance policies
- FF. Disclose immediately any proposed or actual debarment, exclusion or other event that makes the individual or entity ineligible to participate in the Federal health care programs or Federal procurement or non-procurement programs