



Martin Luther King, Jr.
OUTPATIENT CENTER

POLICY AND PROCEDURE

DIVISION: ADMINISTRATION	NUMBER: 04-003
SUBJECT: WORKFORCE BEHAVIORAL STANDARDS	
SECTION: HUMAN RESOURCES	PAGE: 1 OF: 2
REVIEWED BY: HR ADMINISTRATORS AND P&P COMMITTEE	EFFECTIVE DATE: 01/10/1994
TO BE PERFORMED BY: ALL WORKFORCE MEMBERS	REVIEWED DATE: 04/25/2017
	REVISED DATE: 04/11/2006

PURPOSE

To state the Department’s policy regarding its behavioral expectations for its workforce.

POLICY

A workforce member who engages in inappropriate conduct of any nature, or conduct unbecoming of a workforce member, or is rude, impolite or discourteous to any member of the public or workforce, or fails to exercise sound judgment in dealing with any member of the public or workforce, may be subject to appropriate disciplinary action, which may range from warning to discharge or termination of services/assignment, dependent upon the individual circumstances.

PROCEDURE

Supervisors/managers of County employees must contact the Department of Health Services (DHS) on-site Human Resources (HR), for advice on compliance issues with this policy. Refer to DHS Employee Evaluation and Discipline Guidelines and the DHS Code of Conduct.

Inappropriate conduct includes, but is not limited to, behavior such as dishonesty, illegal conduct, or any conduct which places the County or any of its entities in violation of any regulatory standard, state law, federal law, court order, or in jeopardy of liability. Such examples are:

- Use of profanity.
- Aggressive, argumentative, hostile or provocative behavior.
- Verbal or physical altercations.
- Failing to appropriately acknowledge and/or respond to the presence of patients and visitors in a timely manner.
- Failing to answer telephones promptly, in a courteous manner.

In severe cases involving inappropriate conduct toward a member of the public, the misconduct may, by its nature, warrant serious disciplinary action such as suspension or discharge.

DEFINITION

WORKFORCE OR WORKFORCE MEMBER

Workforce member is defined as employees, volunteers, trainees, affiliates, students, and any other persons who perform work under the control of DHS, whether or not they are paid by the County.

AUTHORITY

- Los Angeles County Code, Title 5, Section 5.12.100
- Los Angeles County Civil Service Rule 18.031
- Los Angeles County Department of Human Resources Policy 1041

DHS Employee Evaluation & Discipline Guidelines, Section 5060
DHS Code of Conduct

NOTED AND APPROVED:

Cynthia M. Oliver, Chief Executive Officer

Date

Ellen Rothman, M.D., Chief Medical Director

Date

Lessie Barber, Nursing Director

Date

Signature(s) on File.