



Department of Facilities POLICY AND PROCEDURE

POLICY NUMBER: 472
VERSION: 1

SUBJECT: COURTESY AND PROFESSIONALISM

POLICY:

All Facilities Division employees will ALWAYS conduct themselves in a courteous and professional manner with all patients, visitors and fellow County employees.

PURPOSE:

To ensure the proper conduct of all Facilities staff.

PROCEDURE:

Facilities division employees must always be courteous to all. Courtesy is the trait of professionalism, and the division is judged by the actions and attitudes of its employees. Employees should always treat patients, visitors, and fellow workers with courtesy and respect.

In the performance of duties, employees should look and act professional;

- Facilities staff will follow the Facilities Dress Code Policy at ALL times.
- Facilities staff will follow the Service Call Work Order Policy at all times.
- When responding to a work order, be prompt and courteous.
- When checking patient and non-patient rooms, tell the patient or occupant what you are doing and what to expect.
- Repair the equipment or explain what parts will have to be ordered if the repair cannot be made at that time.
- Complete the task you have started, do not leave a task half completed.

Pay attention to details and follow through.

- Be neat and well groomed.
- The staff, patients and visitors at The High Desert Health System (HDHS) are our “customers” , they should be treated with respect and courtesy. The actions of one individual can have an effect on how the entire Facilities staff is perceived. This can be both, positive and negative.
- Remember, ALWAYS conduct yourself in a professional manner and be attentive to the needs of every HDHS staff member, patient and visitor.

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