



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: EMPLOYEE PROTOCOL

Policy No.: A202
Supersedes: June 2, 2006
Reviewed: July 2, 2013
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POLICY:

All employees of Rancho Los Amigos National Rehabilitation Center are expected to maintain their work stations and their conduct in a way that is responsive to the patients whom we serve as well as appropriate to the tasks which are assigned. This is essential for all employees with direct contact with patients and the general public.

1. All non-work related material must be kept out of sight at all times in desk drawers, lockers or storage closets. This includes newspapers, magazines, makeup, etc.
2. Personal conversations or incoming personal phone calls must never take priority over the work assigned.
3. Employees are to be helpful, courteous and responsive toward patients, the public and co-workers at all times.
4. Attire should be neat, clean, and within departmental standards.

REFERENCE: Department of Health Services, Policy No. 706.1
RLANRC, Policy No. A116
RLANRC, Policy No. A245

Reviewed: July 2, 2013 AC

EFFECTIVE DATE: November 19, 1984

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

Signature(s) on File.