

Code of Conduct for a Safe and Productive Workplace

Policy Information			
Policy# :	GEN.2012	Reviewed Date(s):	8/09; 12/12; 9/14
Date Created:	August 26, 2019	Revised Date(s):	9/19
Responsible College Administrator:	VP, Administrative Services	President Council Approved Date:	January 9, 2020

1. Purpose

- 1.1. To foster a culture of safety and quality through the promotion of teamwork, open communication, and a collaborative working environment.
- 1.2. To prohibit any disruptive/inappropriate and/or intimidating conduct that creates a hostile work environment and/or adversely impacts or has the potential to adversely impact work performance.
- 1.3. To immediately address any conduct that poses a threat of any sort to the safety and well-being of staff, patients, and/or others.
- 1.4. To devise a mechanism that ensures that disruptive/inappropriate or intimidating behavior can be reported and thoroughly investigated and that employees are not retaliated against for making such complaints.

2. Policy

- 2.1. Baptist is committed to promoting a culture of safety and quality through teamwork, open communication, and collaboration. All Baptist employees are accountable for conducting themselves in a professional manner and treating others with dignity, respect and fairness regardless of their position in the organization. Baptist prohibits any bullying or overt or passive conduct that is harassing, disruptive, intimidating, or physically/verbally abusive/violent. This policy defines disruptive/inappropriate and/or intimidating conduct and provides a process for addressing such conduct as described below.
- 2.2. **Disruptive/Inappropriate and/or Intimidating Behavior**
 - 2.2.1. Disruptive/inappropriate and/or intimidating behavior is described as a style of interaction with co-workers, patients, physicians, guests/visitors, volunteers, students, customers, and business associates that:
 - 2.2.1.1. interferes with one's ability to provide care or to perform work
 - 2.2.1.2. causes distress among other staff
 - 2.2.1.3. affects overall morale within the work environment
 - 2.2.1.4. diminishes teamwork, trust and collaborative working relationships
 - 2.2.1.5. undermines a safe and productive workplace
 - 2.2.1.6. creates an unprofessional and/or hostile work environment
 - 2.2.1.7. has the potential to lead to staff turnover or ineffective or substandard care/work

2.2.2. Disruptive/inappropriate and/or intimidating conduct/behavior may include, but is not limited to:

- 2.2.2.1. profane, disrespectful, or threatening language or other forms of verbal abuse;
- 2.2.2.2. harassing, demeaning or degrading behavior, such as name-calling, insults, rolling eyes/heavy sighing, slurs, stereotyping or conduct that shows hostility/aversion toward any individual or individuals;
- 2.2.2.3. inappropriate physical contact that is threatening or intimidating to another individual such as pushing/shoving, hitting, slapping, finger pointing, pinching, bumping into or up against an individual, etc.;
- 2.2.2.4. outbursts of anger, yelling, bullying;
- 2.2.2.5. throwing objects, etc.;
- 2.2.2.6. criticizing others in the presence of patients, family members, visitors, customers or staff or making comments that undermine an employee's self-confidence in the performance of work;
- 2.2.2.7. intimidating behavior that has the effect of suppressing input by other members of the work team;
- 2.2.2.8. deliberately withholding information, giving an individual the "silent" treatment, refusal to answer questions or failing to assist a specific member of the work team when needed; hanging up the phone prior to the completion of the conversation;
- 2.2.2.9. making unreasonable, unpleasant or unfavorable work assignments on a routine basis;
- 2.2.2.10. retaliation against any member of the team who has reported an instance of inappropriate conduct or harassing behavior or who has participated in investigation of such an incident, regardless of the perceived reality of the report.

2.3. Management Accountability

- 2.3.1. It is the responsibility of all leaders to pro-actively promote a safe and productive work environment and to reinforce that disruptive/inappropriate and/or intimidating conduct will not be tolerated by any Baptist employee regardless of his/her position within the organization or by patients, physicians, guests/visitors, volunteers, students, customers, business associates, etc. Like workplace harassment or discrimination (refer to Baptist's Harassment Policy), managers are expected to encourage employees who have knowledge of disruptive/inappropriate and/or intimidating conduct to immediately report the behavior/activity to a member of the management team or to human resources. Managers are also accountable for addressing any issues relative to disruptive/inappropriate and/or intimidating behavior as soon as they are brought to their attention.

2.4. Reporting Alleged Complaints

- 2.4.1. Baptist strongly encourages all employees and others who have experienced, witnessed, or have knowledge of any form of disruptive/inappropriate and/or intimidating behavior by anyone, including employees, managers, supervisors, patients, physicians, guests/visitors, volunteers, students, customers, business associates, etc. to report such conduct/activity immediately.
- 2.4.2. All employees have an obligation to report any alleged disruptive/inappropriate and/or intimidating conduct regardless of the source of the complaint (i.e., another employee, patient, physician, visitor/guest, volunteer, student, business associate, etc.) even if the employee has

not personally witnessed the incident. An employee should report these allegations to his/her immediate supervisor, another member of the management team, and/or human resources.

2.4.3. Non-Baptist employees (i.e., patients, physicians, visitors/guests, volunteers, students, business associates, etc.) who are subject to inappropriate conduct by a Baptist employee, are encouraged to report such conduct/actions to their caregiver or a member of the management/administrative team.

2.4.4. Any alleged complaints of disruptive/inappropriate and/or intimidating behavior/conduct may also be reported to the Baptist Hot Line at 1-800-BMH-TIPS. All calls pertaining to such conduct will be investigated upon receipt and the caller may remain anonymous if desired.

2.5. Reporting Violent Conduct

2.5.1. Baptist strictly prohibits any conduct on its property that is or has the appearance of being violent. In such cases, the Security Department should be contacted. However, in the event of a situation that poses immediate danger, employees and/or others should call 911.

2.6. Investigation/Documentation

2.6.1. During the investigation, the individual who has made a complaint may be asked to document in writing specific details relating to the complaint. Any complaint should specifically state the details of the offending behavior. The investigation will be fair and impartial to all parties involved. Complaints concerning disruptive/inappropriate and/or intimidating behavior will be handled with as much confidentiality as possible. Baptist will seek to limit disclosure to the extent necessary to conduct a complete and thorough investigation or as may be necessary to take appropriate corrective action.

2.6.2. Investigation of a Complaint Against an Employee

2.6.2.1. Human resources is responsible for conducting a prompt, thorough internal investigation for any alleged complaint directed toward any Baptist employee. Complaints of this nature will be reviewed up to the appropriate administrative staff member.

2.6.3. Investigation of a Complaint Against a Non-Baptist Employee

2.6.3.1. A complaint against a non-Baptist employee will be addressed as soon as it is brought to the attention of management. Once an allegation has been reported, the designated Baptist leader (i.e.) unit manager or member of the management team, risk manager, and/or CEO/designee) will conduct a swift and thorough investigation of the incident/conduct to determine the merit of the alleged complaint and/or the appropriate corrective action. Alleged complaints for disruptive/inappropriate conduct of a physician will follow the procedures set forth in the Medical Staff Code of Conduct Policy. Alleged complaints for disruptive, inappropriate student conduct will follow the procedures set forth in the Student Code of Conduct policy.

2.7. Retaliation

2.7.1. Baptist will not tolerate retaliation against any individual who reports a claim of disruptive/inappropriate and/or intimidating conduct in good faith or against any individual who provides information as a witness to the infraction. Any retaliation by a Baptist employee will result in disciplinary action up to and including termination of employment. Baptist will not tolerate retaliation by a non-Baptist employee and will take appropriate action to address the retaliation.

2.8. Policy Violations

- 2.8.1. If an investigation confirms that a violation of policy has occurred, Baptist will take corrective action to effectively end the conduct. Depending on the circumstances, such action may include a reprimand, termination of employment or privileges, or other appropriate action.

2.9. On-Going Monitoring and Reporting

- 2.9.1. As necessary, Baptist may monitor any incidence of disruptive/inappropriate and/or intimidating conduct to ensure the offending behavior has stopped. In all cases, Baptist will follow up as necessary to ensure no retaliation has occurred for making a complaint or cooperating with an investigation. All reports of disruptive/inappropriate behavior should be documented and submitted on the *Electronic Occurrence Report Form* so that such complaints can be monitored and tracked. Reports can be generated to determine trending data and outcomes.

3. Definitions

- 3.1. None.

4. Procedure

- 4.1. None.

5. Related Information

- 5.1. Electronic Occurrence Report Form