

## LEGACY HEALTH

### ADMINISTRATIVE

**Policy#:** 500.204  
**Origination Date:** 02/95  
**Last Review Date:** 06/22

Page 1 of 8

---

**SECTION:** HUMAN RESOURCES  
**TITLE:** EMPLOYEE CONDUCT

---

### FACILITY:

Legacy Emanuel Hospital and Health Center

(as applicable:  LEMC only  RCH only  Unity Center for Behavioral Health only)

Legacy Good Samaritan Medical Center

Legacy Medical Group

Legacy Meridian Park Medical Center

Legacy Urgent Care

Legacy Mount Hood Medical Center

Legacy Lab Services

Legacy Salmon Creek Medical Center

Legacy Visiting Nurse Association (Hospice)

Legacy Silverton Medical Center

Legacy Research Institute

Administrative/System Support Services

Other:

---

### PURPOSE:

All employees of Legacy Health (Legacy) share responsibility for ensuring safe, efficient, respectful, and orderly operations. In order to accomplish this, policies and guidelines have been developed to describe acceptable conduct.

The purpose of the employee conduct policy is to outline the behavioral expectations as a framework for addressing specific conduct issues.

### POLICY:

Legacy requires all employees and other individuals in Legacy facilities or acting on behalf of Legacy to know and comply with all applicable laws, regulations, and Legacy policies. All Legacy employees are expected to know and abide by the established rules for conduct as defined in this policy, Legacy's Code of Conduct, and the Standards of Business Conduct policy. When an employee's conduct or performance does not comply with established rules, policies, or standards, steps will be taken in compliance with the Corrective Action Policy.

This policy is not a contract of employment between Legacy and its employees. Instead, this policy describes general expectations and understandings of acceptable conduct.

Except those employees covered by a collective bargaining agreement or employment contract, all employment with Legacy is "at will," meaning that both the employee and the employer reserve the right to terminate the employment relationship at any time, for any reason, with or without prior notice. While employees will be counseled concerning conduct or job performance issues as they occur, Legacy reserves the right to temporarily suspend an employee, impose disciplinary action and to terminate employment whenever it considers such action appropriate.

This policy does not describe all expectations, situations and/or potential problems. This is general information to be used in conjunction with other specific Legacy, operating unit and department policies. In the event issues arise that are not covered in this policy, managers

and the Human Resources Department have the absolute discretion to determine appropriate actions or solutions.

The **Expectations** for conduct include:

1. Positive Employee Relations

Our employees are key participants in achieving Legacy's mission. We expect and invite each one to play an active role in creating a professional and psychologically safe, fair, and welcoming place for all people to receive the care they need. Legacy aspires to be a place in which each employee feels safe and supported. (See LH 500.107 Culture of Employee Relations)

2. Integrity and Honesty

All employees are expected to act honestly and ethically. Providing false information, material omissions, or misrepresentation in relationship to job performance or employment, falsifying or collaborating in the falsification of Legacy records (including but not limited to patient and employment records), or any other act of dishonesty involving Legacy, including but not limited to, any falsification of Legacy's electronic timekeeping records is a violation of Legacy policy. (See LH.100.67 Standards of Business Conduct; and LH.500.808 Legacy Time and Attendance (MyTime).

- Theft, misuse or unauthorized use or removal of Legacy funds, property, or other assets, or personal belongings of other employees, patients, guests, vendors, contractors, or suppliers is prohibited. This includes, but is not limited to, patient food, employee records, office supplies, medical supplies, medications, and patient, vendor, or physician databases.
- Accepting or holding Legacy funds, property or other assets for others is prohibited. Employees may not solicit cash or annual paid leave/gifted paid leave or accept gifts from patients, vendors, or physicians unless such gifts are of nominal value and not in the form of cash; to eliminate accusations or appearance of bribery, bias (See Legacy Health Code of Conduct)
- Employees are expected to cooperate with investigations and/or searches when required.
- Employees are required to immediately report any payroll errors (whether made by the employee or Legacy) so that they may be corrected, and the employee will be expected to reimburse Legacy for any payment received to which they were not entitled. (See LH.100.44 Compliance Program; and LH.100.67 Standards of Business Conduct.)

3. Confidentiality

Unauthorized disclosure or release of any confidential Legacy information, including patient information, employee information, financial or other proprietary information, is a violation of this policy. This includes disclosing confidential information on personal social media. (See LH.500.501 Confidentiality and Privacy of Information.)

Other than as specifically provided in LH. 700.18 Use and Disclosure of Protected Health Information, Legacy employees, and other individuals, such as volunteers, medical staff and independent contractors are not allowed to electronically access their own or their

family members' health information in Epic, Cerner or other clinical information systems ("EHR") for personal purposes.

4. Aggressive, Threatening, Disruptive or Bullying Behavior

Aggressive, threatening, disruptive, and bullying behavior and language are inappropriate, create stressful and harmful workplace environments and therefore are a violation of this policy. Examples of bullying behavior, also known as peer-to-peer violence, may include instances of:

- Nonverbal innuendo (e.g., raising eyebrows, making faces, glaring when asked a question by a peer or patient)
- Verbal slights or insults (e.g., snide remarks, abrupt response, passive aggressive comments)
- Undermining (e.g., turning away, not being available and withholding help)
- Withholding information (e.g., practice or patient)
- Sabotaging (e.g., purposely setting up a negative situation)
- Infighting (e.g., bickering)
- Scapegoating (e.g., misplacing blame on someone or a group of people for a much bigger and systemic problem)
- Gossiping (e.g., speaking negatively about someone or spreading untruths and myths about someone when they are not present)
- Disrespecting privacy (e.g., purposely overhearing private conversations)
- Breaking confidences (e.g., sharing personal or sensitive information without permission, using information against someone)
- Excluding or ignoring (e.g., excluding someone from relevant, work-related conversations, meetings, and decisions)
- Intimidating or threatening (e.g., pressuring someone to decide using fear-based language, tone of voice and/or physical gestures)
- Sending aggressive or threatening written/electronic communications

Possession of weapons, or dangerous or explosive materials on Legacy premises, including within vehicles on Legacy property, or while on Legacy business, is strictly prohibited. Harassment or abusive treatment of others, sexual misconduct, or use of abusive, profane, or threatening language or gestures are violations of this policy. The attempt to begin or continue an inappropriate, non-therapeutic relationship, including, but not limited to, personal, social, or intimate contact with a patient or their significant other or family member(s) is strictly prohibited. (See LH.500.504 Discriminatory Misconduct and Harassment; LH.200.23 Workplace Violence Prevention; and Patient Care "Mandatory Reporting of Suspected Abuse" operating unit policies.)

5. Harassment

Each employee has a responsibility to maintain a respectful workplace free of discrimination, harassment, and retaliation. Employees should never tolerate or engage in disrespectful behavior. Any employee who, in good faith, reports a complaint of discrimination or harassment will not be retaliated against because of making the report. Anyone who believes they have been retaliated against or intimidated because of reporting a complaint or cooperating in an investigation should immediately bring that to the attention of their manager or a Human Resources representative. (See LH 500.504 Anti-Discrimination and Anti-Harassment Policy).

6. Criminal Behavior

Engaging in any criminal activity on Legacy premises or off premises, if that activity affects the employee's work or workplace, involves violence, sexual misconduct, or otherwise potentially jeopardizes the health and safety of patients or other employees, is a violation of this policy. If any employee has concerns about a suspected risk of workplace violence, to themselves and/or co-workers, a report should be made immediately to Human Resources, Security, or the Department Manager. Any employee convicted of a felony or a misdemeanor involving theft, fraud, sexual misconduct, or jail time, is required to immediately report the conviction to Human Resources. (See LH.100.67 Standards of Business Conduct; and LH.300.06.01 Behavior Management.)

7. Under the Influence of Alcohol or Other Substances

Reporting for work or working under the influence of alcohol, marijuana, illegal drugs or narcotics, or any other substance that may impair mental or physical abilities is prohibited. Employees may not use, possess, purchase, sell, transfer, distribute, manufacture, dispense, offer, or attempt to obtain alcohol or illegal drugs or narcotics while working on behalf of Legacy or being present on the premises of any Legacy facility. (See LH.500.702 Alcohol and Drug-free Workplace.)

8. Insubordination

Refusal or failure to comply with the instructions of Legacy management, or behavior such as insolence, disobedient or dismissive gestures, walking away (or, in a virtual interaction, logging off) without explanation, abusive language and/or gestures, or addressing Legacy management in a disrespectful manner is considered insubordination and is a violation of policy. Legacy values interpersonal respect. This respect must flow from peer to peer, from leader to staff and staff to leader.

9. Physical Safety Employees should always exercise care and good judgment, work safely, follow all safety rules, and report unsafe work conditions, in order to prevent injury to themselves and others. All injuries, no matter how minor, must be reported immediately to the manager or supervisor and through the ICARE program. Any diagnosis or exposure to a communicable disease must be reported to Employee Health. (See LH.600.08 Employee Illness/Communicable Disease Monitoring, Reporting Work Restrictions, and Post Exposure Management.)

10. Attendance

Regular, consistent, and predictable attendance is an essential requirement of all jobs at Legacy. All employees are expected to be at work, ready to work, at their designated starting time, and to return from breaks and meal periods on time. Tardiness is defined as not being at work, ready to work, at the employee's designated starting time, or not returning from break or meal period by the end of the scheduled break or meal period. Meal periods and breaks are to be taken in accordance with department policy and applicable law and shall not be combined and taken at one time.

Employees are required to be on time for and in attendance during 97% of regularly scheduled work hours. Unscheduled tardiness and absences in excess of 3% will be considered excessive, and may result in corrective action, up to and including termination of employment. In the instance of an unavoidable delay in transportation, employees should inform manager/supervisor of the situation immediately.

It is the employee's responsibility to notify their manager or designee, in a timely manner each day, if they are unable to work. Employees shall follow the procedures specific to the department for calling in to report absences. Employees who do not report to work

for three consecutive scheduled days, and do not contact their manager or designee, are considered to have voluntarily terminated their employment. Single days of absence without contacting a supervisor (“no-call, no-show”) is highly unacceptable and may be subject to discipline.

Employees who need to take a leave of absence should contact Legacy’s Leave Administrator. Qualifying protected leaves of absence do not count as absences for purposes of calculating attendance rate.

#### 11. Personnel Records, Licenses, and Certifications

It is each employee’s individual responsibility to keep current all licenses and certifications required for his/her job, such as professional licenses, CPR and/or Driver’s License (if applicable). Employees may not complete work with a license or required certificate that has expired. As licenses must be verified through a primary source, it is expected that employees will renew their licenses well before the expiration date. An employee must notify their manager immediately if their professional license or certification is modified, restricted, withdrawn or no longer current.

It is also the employee’s responsibility to keep their benefits, payroll information and employee records updated. Examples include address, telephone number, emergency contact information, and beneficiary information. (See LH.500.801 Employee Records; and LH.500.811 Verification of Licensure or Certification.)

#### 12. Effective Use of Resources

Legacy property shall be used for Legacy business purposes only. This includes voice mail, telephone, e-mail, internet, personal computers, laptops, printers, fax machines, pagers, cellular phones, photocopiers, scanners, fax machines, office supplies, medical supplies, patient and pantry food, computers, etc. (See LH.500.601 Property Safeguards.)

Employees accessing Internet sites utilizing Legacy property that contain obscene, hateful, or other objectionable materials or who create, post, transmit or voluntarily receive any hateful, obscene, pornographic, or indecent images, data or other material will be subject to disciplinary action. Time at Legacy is a valuable resource. Legacy telephones shall be used only briefly for local personal calls. Personal phone calls (Legacy phone or personal phone) or emails made or received during work time are to be kept to a minimum and should not disrupt the employee’s work or workplace. (See LH.700.08 Internet Use Policy and Standards; LH.500.205 Electronic Communications, social media, and Electronic Devices.)

Legacy retains the right to search and inspect all Legacy owned property and premises. These include, but are not limited to: employee work areas, equipment, files, lockers, desks, storage areas, computer files or software, voice mail, Legacy owned vehicles, electronic mail, correspondence or billing records or any other Legacy owned property not specifically listed. (See LH.500.601 Property Safeguards.)

#### 13. Other Activities during Work Time

- Work time means the period scheduled for performance of job duties, not including mealtimes, breaks or other periods when employees are not expected to be engaged in performing their work tasks.

- Work area: While working, employees should remain in their own work area. It can be disruptive to the operation of the hospital for employees to be in unauthorized areas for non-work-related reasons.
- Smoke and tobacco-free workplace: Legacy is a smoke and tobacco-free workplace. All staff, physicians and other individuals in Legacy facilities are prohibited from using tobacco, cannabis, vaping and all other smoking products on Legacy property (property includes Legacy owned or leased buildings, Legacy owned vehicles, leased space which is occupied by Legacy, parking structures or lots that are owned or leased by Legacy.) (See LH.300.03 Tobacco-Free Workplace and Environment of Care). Additional state regulations do not allow smoking within 10 feet (Oregon) or 25 feet (Washington) of entrances, including doors, windows, and air intakes.
- Personal visitors: Employees may not receive personal visitors while working unless arranged in advance with their manager. Personal visitors should not be allowed to enter non-public or restricted areas.
- Electronic devices: While on duty, employees should not use Legacy-owned or personal devices for personal enjoyment, such as watching video recordings, using social media, playing computer games, texting, shopping online and other non-work-related activities.
- Sleep or other non-work activities during work time: While on duty, employees should not sleep or give the appearance of sleeping or engage in other non-work activities.
- Radios or audio players: The use of radios or personal audio players must not be distracting to patients, visitors, or co-workers, nor interfere with the safe performance of one's job duties. The use of electronic devices while on duty may be limited by specific department rules and Legacy policy.
- Solicitation: Employees may not solicit, distribute, or circulate literature or promote support for any cause or organization, during their working time or during the working time of any employee to whom such activity is directed. No solicitation may be made at any time in patient care areas or in any other areas or times that could adversely impact patient care. (See LH.550.803 Solicitation, Distribution, and Posting)

#### 14. Personal Grooming & Employee Identification

Employees' dress, grooming, and personal hygiene must be appropriate to the work setting at all times. All Legacy employees must wear an authorized identification badge while on duty. (See LH.500.503 Personal Appearance Policy; and LH.300.01 Identification of Individuals.)

#### 15. Supervisor/Subordinate Relationships

Supervisors may not engage in or create the perception of involvement in personal relationships with employees inside or outside the workplace which may disrupt the work unit, impair an individual's ability to effectively perform their duties, cause employee relations issues, or otherwise compromise the level of a person's professionalism in the workplace. Any personal relationship that may create a conflict of interest or the appearance of a conflict is prohibited. An employee in an intimate or familial relationship is not allowed to exercise supervisory authority over the person with whom they have the

relationship. (See LH.500.104 Recruitment, Selection, and Transfer; and LH.100.67 Standards of Conduct.)

16. Teamwork, Respect, and Caring

Employees should treat all patients, visitors, and coworkers in a courteous, respectful, and professional manner. Employees are expected to be friendly, approachable, caring, and compassionate. In keeping with Legacy's values of diversity, equity and inclusion and its aspiration to be an anti-racist organization, employees are expected to be sensitive to and respectful of persons with different customs, racial/ethnic backgrounds, languages, or special needs. Racial bias, prejudice and stereotyping towards patients and employees is prohibited and can be reported in ICARE and to Leaders. Informal conversation about others (gossip), particularly in the presence of patients or visitors, is not professional, can jeopardize confidentiality, and should be avoided. Employees should encourage and support their own team members and extend the spirit of teamwork and cooperation to all Legacy employees. (See LH.500.107 Statement of Employer-Employee Relations)

17. Required Training and Education

Assigned education and training must be completed by the assigned due date. Participation in required education will be documented and maintained by the manager. If employees require an accommodation due to a disability, technology, internet accessibility, or the need for language interpretive services, they should inform their manager immediately.

18. Department Rules

Departments within Legacy may have additional departmental rules of operations, safety, and conduct, specific to their operation. Each employee is expected to be familiar with and adhere to any rules specific to his/her own department.

## Cross-referenced Policies:

100.44 Compliance Program  
100.67 Standards of Business Conduct  
200.23 Workplace Violence Prevention and Response  
300.01 Identification of Individuals  
300.03 Tobacco-free Workplace and Environment of Care  
500.107 Culture of Employer-Employee Relations  
500.108 Termination of Employment  
500.205 Electronic Communication, social media and Electronic Devices  
500.401 Leave of Absence  
500.501 Confidentiality and Privacy of Information  
500.503 Personal Appearance  
500.504 Discriminatory Misconduct and Harassment  
500.506 Corrective Action  
500.601 Property Safeguards  
500.702 Alcohol and Drug Free Workplace  
500.801 Employee Records  
550.803 Solicitation, Distribution, and Posting  
500.808 Legacy Time and Attendance (MyTime)  
500.811 Verification of Licensure or Certification  
600.08 Employee Illness/Communicable Disease Monitoring, Reporting Work Restrictions,  
and Post Exposure Management  
700.08 Internet Use Policy and Standards  
700.18 Use and Disclosure of Protected Health Information  
700.24 Electronic Systems and Communications

Replaces: 500.204, 1/97

Approval: Human Resources Leadership  
Operations Team

Originator: Human Resources Leadership