



CORRECTIONS MEDICINE
Employee Standards of Conduct
ACA Standard: 4 ALDF – 7C – 02

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Policy Number:
CM – 22.2

- I. **PURPOSE:** To define and establish guidelines for behavioral expectations of staff and any other person working in Corrections Medicine. To promote, maintain, and enhance the access to healthcare and efficacy of healthcare delivery in the Buzz Westfall Justice Center.

- II. **POLICY:** The Saint Louis County Department of Public Health (DPH) Corrections Medicine program shall ensure that all personnel adhere to a professional code of conduct that positively and professionally supports the delivery of excellent healthcare and honorably represents DPH and Saint Louis County government.

- III. **RESPONSIBILITY:** Corrections Medicine staff, agency temporary staff, and all other medical providers are responsible for the content of this policy and procedure as well as adherence to the policy.

- IV. **PROCEDURE:**
 - 1. Prior to the commencement of employment with the Corrections Medicine program in the Buzz Westfall Justice Center, prospective employees must pass federal background checks.

 - 2. Any employee of the Corrections Medicine program or any person working for the Corrections Medicine program whether through contract or otherwise is a representative of the DPH and of Saint Louis County government. The professional conduct of Corrections Medicine staff reflects on the entire department, therefore staff must abstain from activities that could bring discredit to themselves, DPH or the County as a whole. Corrections Medicine staff should adhere to the St. Louis County Civil Service Rules.

 - 3. The Corrections Medicine program has a clearly defined chain of command that establishes a supervisor and subordinate relationship. In order to ensure the orderly operation of Corrections Medicine, staff is expected to comply with orders and directives of any supervisor. If a staff member questions the legality of a directive or an order and believes that compliance with the order will compromise or jeopardize the safety and security or the health and wellbeing of a person within the Department, he/she is obligated to register those concerns through the proper chain of command, and continue to follow the chain of command in order to protect the authority and integrity of the supervisor until the issue is resolved. For issues that remain unresolved after a reasonable amount of time, staff may engage the DPH Whistleblower Policy or the Saint Louis County Grievance Procedure Policy.

 - 4. The following behaviors are seen as professional and are expected. These behaviors include, but are not limited to:
 - a. Treat all people with courtesy, politeness, kindness, dignity, and respect.

 - b. Actively listen to what others have to say before expressing your viewpoint.

- c. Speak in a normal tone of voice and at a normal volume level.
 - d. Recognize that each employee member has their own set of skills and qualities, which contributes to the success of the program.
 - e. Work together as a team.
 - f. Address each other by name or appropriate title.
 - g. Maintain a professional, positive, non-judgmental and helpful demeanor and attitude at all times.
 - h. Always maintain and protect the confidentiality and integrity of all work related information.
 - i. Encourage coworkers to express their ideas.
 - j. Communicate appropriately both verbally and written. Be mindful of non-verbal communication cues.
5. The following is a list of unacceptable and undesirable behaviors. These behaviors include, but are not limited to:
- a. Disrespectful and/or abusive treatment of patients, coworkers, supervisors, and other customers.
 - b. Use of inappropriate or vulgar language or conduct.
 - c. Speaking over, “butting in”, or cutting off another person who is speaking.
 - d. Gossiping, insulting others, and name calling
 - e. Putting down, insulting, or denigrating others and their ideas.
 - f. Excessively loud speaking; angry, threatening or intimidating tones or words or body posturing.
 - g. Actual or perceived threat of physical harm.
 - h. Criticism over trivial issues, belittling, demeaning, patronizing or judgmental comments. A constant series of these seemingly trivial actions adds up to bullying behavior
 - i. Insubordination such as walking away from a supervisor, refusal to follow an order or a directive, slamming doors, or raising voices and/or yelling.
6. All of the above are a limited sampling of both acceptable and unacceptable behaviors and are not intended to be an all-inclusive list of standards of conduct. Failure to comply with the acceptable and expected behaviors or demonstration of unacceptable behaviors will result in appropriate disciplinary action which may include termination.

V. **REFERENCES:**

St. Louis County Government Civil Service Rules. Rule XXI “Suspension and Discharge”. October 2016.

St. Louis County Department of Justice Service, Policy 108 “Ethical Standards and Conduct”.

Saint Louis County Department of Public Health Corrections Medicine, Policy CM-22.3 “Corrections Medicine Organizational Structure”.

American Nurses Association, (2001), Code of Ethics for Nurses, American Nurses Association, Washington, D.C.