# Policy: HR – Standards of Conduct

Purpose: To provide a consistent and professional atmosphere in the workplace.

## Policy:

All personnel while at [Company Name] will conduct themselves in a professional manner.

### Procedural Guideline and Responsibility:

#### Verbal Conduct

All staff while in the workplace will refrain from loud verbal communications. The use of foul or objectionable language is strictly prohibited. Verbal outbursts for any reason are strictly prohibited. Patently objectionable comments of any kind are strictly prohibited.

#### General Conduct

All staff must be courteous, professional, non-argumentative and non-confrontational at all times. The following list of behaviors gives examples of unacceptable behavior and is not intended to be all-inclusive:

* Tampering with any and all safety equipment to make it inoperable and/or dangerous.
* Reporting to work under the influence of recreational drugs, nonprescription drugs, narcotics, alcohol, or a controlled substance or a substance known to impair judgment.
* Smoking in an ambulance or smoking near oxygen or oxygen cylinder storage.
* Reporting to work with firearms, weapons or explosives.
* Engaging in an act of sabotage or willfully gross negligence causing destruction or damage to the office, fellow EMTs, or visitors’ property in any manner.
* Immoral or indecent conduct.
* Misconduct, abuse and/or neglect of duty toward a victim, patient, patient’s family member, nursing staff, hospital staff, medical professional or the general public.
* Conviction of a felony or drug-related offense while employed.
* Misrepresenting oneself or the Company.
* Not maintaining EMT certification and/or professional cards, such as CPR card, State Certification card, ACLS card, etc.
* Refusing runs and/or transports at any time during shift hours.
* Performing skills out of the employee’s scope of practice and/or protocols.
* Willful violation or failure to observe safety and security policies as well as failure to wear all appropriate personal protective devices (PPD).
* Engaging in criminal conduct or acts of violence, making threats of violence toward any EMT personnel, or provoking a fight or negligent damage to [Company’s] property.
* Insubordination.
* Physical sexual harassment, repetitive verbal sexual harassment, and/or creating a hostile work environment.
* Theft of any company property.
* Workplace bullying, threatening, intimidating or coercing a fellow employee.
* Obscene or abusive language, rudeness, or disorderly antagonistic speaking toward any fellow employee.
* Dishonesty, willful falsification or misrepresentation on the job application, personal information sheet, medical records, certifications or physical exams.

### Cell Phones

Employees working in the communications center or the billing office are not permitted to use cell phones for personal phone calls or to access Internet sites, including social networks or game sites, during work hours. Personal calls on cell phones should be made during break periods or lunch. Cell phone use by field employees while operating a company vehicle or during patient interaction or care is prohibited, except if necessary for patient care. Otherwise, cell phones should be used in a private place and should not disrupt other employees or the public.

### Work Stations

Use of company computers, networks and Internet access is a privilege granted by management and may be revoked or subject to discipline, up to and including termination, at any time for inappropriate conduct carried out on such systems, including, but not limited to:

* Engaging in private or personal business activities, including use of instant messaging and chat rooms.
* Accessing networks, servers, drives, folders or files to which the employee has not been granted access or authorization by someone with the right to make such a grant;
* Making unauthorized copies of company files or other company data.
* Destroying, deleting, erasing or concealing company files or other company data, or otherwise making such files or data unavailable or inaccessible to the company or to other authorized users of company systems.
* Deliberately propagating any virus, worm, Trojan horse, trap-door program code or other code or file designed to disrupt, disable, impair or otherwise harm the company's networks or systems or those of any other individual or entity.
* Sending, receiving or accessing pornographic materials on company premises or on company computers.
* Causing congestion, disruption, disablement, alteration or impairment of company networks or systems.
* Maintaining, organizing or participating in non-work-related Web logs ("blogs"), Web journals, "chat rooms" or private/personal/instant messaging; including social Internet sites, on company computers.
* Failing to log off any assigned secure, controlled-access computer or other form of electronic data system, if leaving such computer or system unattended.
* Using recreational computer games; and/or similar activities.
* Defeating or attempting to defeat security restrictions on company systems and applications.

Effective Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_