

STANDARDS OF CONDUCT AND WORKPLACE BEHAVIOR

Applicability: This policy applies to all Oak Hill employees.

In pursuit of its mission, Oak Hill is dedicated to providing the highest level of services and solutions to enhance the quality of life for people with disabilities. Oak Hill is also committed to treating employees, program participants, family members and all other individuals with dignity and respect. This can only be accomplished by maintaining a safe, secure, and harmonious working environment, free from discrimination, harassment, intimidation, acts of violence and other inappropriate behavior.

While carrying out his/her duties, each employee shall conduct him/herself in a courteous, cooperative and professional manner. Failure to do so impacts the health and safety of program participants, family members, employees and persons with whom Oak Hill does business.

Oak Hill has a “zero tolerance” policy regarding work place violence and any other behavior by employees that interferes with its operations, violates Oak Hill’s mission, or is harmful or offensive to program participants, coworkers, or people with whom Oak Hill does business. Likewise, conducting personal business during work hours is not allowed.

The following standards of conduct are designed to assist employees in meeting Oak Hill’s expectations. They are applicable to all employees while on duty, while conducting Oak Hill business or otherwise representing Oak Hill to the wider community whether on Oak Hill property or at any location where Oak Hill does business or where Oak Hill employees and program participants are involved in the day-to-day activities of the agency.

1. Employees are expected to resolve interpersonal conflicts in a professional manner. Employees shall seek assistance from a supervisor when they cannot resolve such differences on their own.
2. Employees are required to communicate effectively with coworkers, both verbally and in writing, and share work-related information on the job as needed or required. No employee shall conduct him/herself in a manner that interferes with the work performance of another employee in any way. Examples of such interference include, but are not limited to, failing to communicate, refusing to provide relevant, work-related information or falsifying documents.
3. No employee shall cause physical injury to any person nor threaten, directly or indirectly, to cause physical injury to any person. No employee shall damage or threaten to damage the property of another. No employee shall be involved in verbal confrontations, indecent behavior or any other inappropriate behavior that may be harmful to program participants, coworkers or any other persons. Such

behavior includes, but is not limited to, inappropriate teasing, intimidation, fighting, arguing, threats, coercion, bullying, humiliation, shouting, yelling, obscene gestures, aggressive body postures (pointing of finger in another's face) and vandalism.

4. No employee shall use abusive, threatening, obscene, vulgar or other inappropriate language, verbally or in writing, in conducting any work-related business.
5. No employee shall refuse to carry out a direct, job-related work order or directive given by a supervisor, manager or administrator with appropriate authority. Such action may be considered insubordination.
6. No employee shall engage in any conduct toward another employee, program participant, or any person with whom Oak Hill does business that may constitute unlawful harassment or that violates confidentiality. This includes, but is not limited to, inappropriate phone calls to other employees, discussions with coworkers about the personal lives of other employees or discussions about other employees with program participants, family members or members of the public.
7. In accordance with Executive Order No. 16 of Governor John J. Rowland promulgated August 4, 1999, no employee shall have in his/her possession or vehicle any type of weapon/dangerous instrument, which means any firearm, including a BB gun, whether loaded or unloaded, any knife, including a switchblade other knife having an automatic spring release device, a stiletto, any police baton or nightstick or any martial arts weapon or electronic defense weapon; any deadly or dangerous weapon or instrument; or explosive, incendiary or other dangerous device. "Dangerous instrument" means any instrument, article or substance that, under the circumstances, is capable of causing death or serious physical injury. Violation of this paragraph will result in separation from employment.
8. Staff may not knowingly allow program participants to be in a private or community setting where dangerous weapons or instruments (see paragraph 7, above) are unsecured.
9. Each employee is expected to comply with all federal and state laws prohibiting discrimination and harassment on the basis of race, religion, color, age, disability, gender, sexual orientation, national origin or other protected classification.
10. Any employee who is convicted of a felony shall notify the Human Resources Office immediately.
11. All supervisors and department heads must maintain objectivity and impartiality when dealing with employee issues, regardless of their relationships. Personal

relationships between supervisors and staff may expose Oak Hill to claims of unlawful harassment and may be deemed a conflict of interest for the supervisory employee. In such cases, the supervisory employee may be required to transfer to a different program location.

12. No employee shall falsify any documentation including but not limited to documents concerning: program participants; financial records; payroll data; medical records; educational records or personnel file information.
13. Any act of dishonesty or deception shall not be tolerated. This includes, but is not limited to the following: theft of Oak Hill property, the personal property of program participants, and the property of staff; misappropriation of Oak Hill funds, supplies or assets; unauthorized use of Oak Hill property, materials and/or technology systems; unauthorized P-card use; requesting reimbursement for unauthorized expenses; and authorizing or accepting payment for services not performed.

Employees are required to report to Oak Hill management any behavior that constitutes a violation of the standards of conduct described in this policy and to cooperate with any agency investigations of such violations. Any employee observing such violation must make a report to his/her immediate supervisor or to a program supervisor or administrator. Oak Hill shall investigate and respond to any complaints of violations of this policy.

Any employee who violates the standards of conduct or other provisions of this policy shall be subject to disciplinary action up to and including discharge.

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