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Introduction:


The School of Medicine (SOM) Clinical Operations (CO) work rules establish the standards of conduct and performance for all SOM employees working in Clinical Operations. They are designed to facilitate the management of integrated clinical operations and are consistent with the University's policies, which are incorporated here by reference. The University reserves the right to change its policies and these work rules without notice. When addressing a conduct issue, supervisors are advised to refer to the official source of the policy to ensure they are considering the most current and complete iteration of the policy in question.

SoM CO Work Rules:

- **NOTE** - The JHU disciplinary process combines violations of time and attendance with standards of conduct and performance in one disciplinary track. This is due to time and attendance issues resulting in performance concerns. In cases where an egregious violation occurs, JHU reserves the right to advance through the progressive disciplinary process which could result in immediate suspension and / or termination. It is recommended that the JHU SOM Human Resources office be contacted to discuss the performance concerns and determine the appropriate disciplinary step. SOM HR has a practice in which disciplinary actions such as verbal counseling's and first written warnings will be active for 12 months from the date the documented disciplinary letter is communicated and issued to the employee. If no additional discipline has been issued during the 12 months time frame, the employee will no longer be in active disciplinary status. Once the employee has moved to the third step (2nd written warning) in the disciplinary process, regardless of the 12 months time frame, the employee will remain in active disciplinary status and the supervisor will be able to advance to the next step in the progressive disciplinary process.

Violation of and/or failure to adhere to these work rules may result in disciplinary action, up to, and including termination. These standards include, but are not necessarily limited to, the following:

- Each staff member must receive authorization in advance for any absence from an assigned work area for more than one (1) hour.
- Each staff member is expected to refrain from smoking in areas designated as "no smoking" zones and smoke only in those areas that are not so designated.
- The university will not tolerate theft of or willful damage to, waste of, or loss of university property.
- Each staff member must complete required time records, or sign in or out of work area, where required.
- The university will not tolerate falsification of time sheets, records and / or documents, alterations of documents, or any fraudulent activities relating to JHU business.
- The university will not tolerate violations of security access, the patient information policy or HIPAA violations, or the deliberate release of confidential information covering Hopkins business, patient and employee information, etc.
- Each staff member is prohibited from accepting money from patients or patients' family members, or engaging in the unauthorized sale of services, merchandise, raffle tickets, lotteries, etc.
- Each member is prohibited from soliciting gifts or money from patients or family members.
- Each staff member is prohibited from taking nourishments or food intended for patient use.
- Each staff member is prohibited from the unauthorized use of the telephone, computer, E-mail, voice mail, fax or other office/business equipment.
- The university will not tolerate negligent use of JHU property which could result in damage or loss.
- Each staff member is expected to follow JHU department and infectious control policies covering personal hygiene, grooming standards, and standards regarding the wearing of uniforms and/or scrubs.
- Each staff member is expected to vacate the premises during non-working time, except to conduct business or seek medical care.
- Each staff member is prohibited from soliciting or distributing material on the premises during work time or in

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- patient care areas during non-working time unless authorized.
- Each staff member is expected to refrain from entering any unauthorized area.
- Each staff member who has a required license is expected to produce and / or renew the professional license and / or CPR card in a timely manner.
- Each staff member is expected to submit to a required fitness for duty examination, including testing for drugs or alcohol.
- Each staff member should not refuse to perform assigned duties or carry out instructions or engage in any activity detrimental to the operations of JHU.
- Each staff member is expected to follow posted safety, security, health, or fire prevention rules, or otherwise cause a safety hazard or fail to report an unsafe condition existing on the premises.
- The university will not tolerate violent acts on its campuses, at off-campus locations administered by the University, or in its programs. This policy of "zero tolerance" extends not only to actual violent conduct but also to verbal threats and intimidation, whether by students, faculty, staff, or visitors to the University.
- The university will not tolerate the possession, wearing, carrying, transporting, or use of firearm or pellet weapons, all of which are strictly forbidden on university premises.
- The university will not tolerate illegal gambling, disorderly or immoral conduct while on Johns Hopkins premises or conducting university business.
- The university will not tolerate harassment of any employee, including but not limited to verbal or physical conduct or unwelcome advances with regard to or on the basis of race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, or veteran's status.
- The university will not tolerate disruptive, unprofessional or inappropriate behavior while on the premises, including but not limited to using profane and abusive language, gambling, horseplay, practical joking, name-calling, yelling, arguing loudly in a public area.
- The university will not tolerate harassment nor discrimination including advances verbal and/or physical conduct, with regard to all applicable laws covering JHU Policies, when submission or rejection of such harassment is used as a basis for employment decisions, or where such harassment has the purpose or effect of interfering with an employee's work performance or creating an intimidating, hostile or offensive work environment.
- The university will not tolerate the use of profane or abusive language.
- Each staff member must not abandon, neglect nor abuse patients.
- Using social media or other means of expression (oral or written) on or off duty, to (1) discuss or disclose confidential or proprietary JHU and JHMI information (2) discuss or disclose confidential patient information (3) harass, threaten, discriminate, defame, ridicule, degrade, discredit, or make disparaging comments on the basis of race, religion, gender, national origin, age, or disability: or (4) Disparage co-workers, customers, patients, or management will not be tolerated. The application of this policy will be consistent with all applicable federal, state, and local laws.

Relevant University Policies and References:

Standards of Conduct and Performance, Personnel Policy Manual, Section 9- <http://hrmt.jhu.edu/pol-man/section/section9.cfm>


JHU Personnel Policy Manual- <http://hrmt.jhu.edu/pol-man/index.cfm>

Policy Addressing Campus Violence- http://webapps.jhu.edu/jhuniverse/administration/minutes_policies_reports/policies/violence/

OIE Anti-Harassment Policy- <http://web.jhu.edu/administration/jhuoie/docs/Resources-Policies/ANTI-HARASSMENT-POLICY%205-25-11.pdf>

Policy on Alcohol and Drug Abuse and Drug-free Environment- <http://hrmt.jhu.edu/pol-man/appendices/sectionE.cfm>

Possession of Firearms on University Premises- <http://hrmt.jhu.edu/pol-man/appendices/sectionF.cfm>

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Social Media - http://www.hopkinsmedicine.org/webcenter/services/social_media.html

Diversity Leadership Council - <http://jhuaa.org/index.html>

The Office of Institutional Equity (OIE) - <http://web.jhu.edu/administration/jhuoie/index.html>

The Faculty and Staff Assistance Program - <http://hopkinsworklife.org/fasap/index.cfm>

JHM Health, Safety & Environment - http://www.hopkinsmedicine.org/hse/occupational_health/

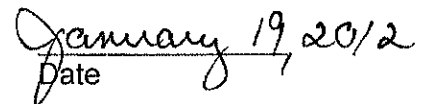
HIPAA Compliance Training - <https://lms4.learnshare.com/Home.aspx>

Service Excellence Training - <http://www.hopkinsmedicine.org/bin/gf/serviceexcellenceguide.pdf>


APPROVAL



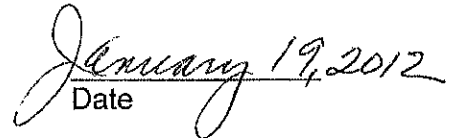
 Gloria J. Bryan, Sr. Human Resources Director, SOM



 Date



 Charlene Moore Hayes, VP Human Resources, JHU



 Date

ACKNOWLEDGMENT:

 Employee Signature

 Date