

Subject EMPLOYEE RELATIONS	Page 1 of 5	Policy # 4.65
Title RULES FOR PERSONAL CONDUCT	Revision of: 8/01/2004	Effective Date 9/01/2005

I. PURPOSE

It shall be the policy of Northwestern Memorial to establish the highest standards of personal conduct to serve the best interests of Northwestern Memorial and its patients, visitors, staff and hospital employees. The rules and regulations are essential to the efficient and successful operation of the organization. The rules listed in this policy are designed to provide guidance as to the expectations of Northwestern Memorial regarding employee conduct.

The rules set forth in this policy are not all-inclusive, but are intended to serve as a guide to the types of conduct which may result in discipline. It is expected that all employees will consistently demonstrate adherence to NMH's four core values: Patients First, integrity, excellence, and teamwork. Those who, in the opinion of Northwestern Memorial, fail to meet these standards will be subject to disciplinary action up to and including discharge. Individual departments may develop their own work standards based on departmental or unit operating needs, provided such standards are reviewed and approved by the Human Resources Department, are not inconsistent with corporate-wide standards, and are communicated to all department members.

Whenever this policy refers to Northwestern Memorial premises or property, it includes all buildings, parking lots and non-work areas owned, leased or controlled by Northwestern Memorial HealthCare and its affiliates.

II. PERSONS AFFECTED

This policy applies to all regular and temporary, full-time, part-time and casual employees of Northwestern Memorial exclusive of any subsidiaries, affiliates, or operating units that have enacted separate policies as approved by Northwestern Memorial for the subjects covered herein.

III. POLICY

- A. The following are examples of types of conduct that demonstrate disregard for NMH's four core values of Patients First, integrity, excellence and teamwork, and will lead to disciplinary action. Depending on Northwestern Memorial's assessment of the individual circumstances, this disciplinary action will be a verbal warning, written warning, suspension without pay, or discharge.
1. Leaving a department or assigned work area during work hours without authorization from the person in charge, except for normal personal time.
 2. Absence and/or excessive absence, tardiness and/or excessive tardiness. This includes leaving work early and overstaying authorized lunch and break times.
 3. Failure to carry out assigned duties and responsibilities, including refusal to work overtime or take call without a reasonable explanation.
 4. Concealing another employee's misconduct or inadequate performance, falsifying evidence or testimony, or failing to cooperate in the investigation of such misconduct or inadequate performance.
 5. Smoking in unauthorized areas.

Title RULES FOR PERSONAL CONDUCT	Page 2 of 5	Policy # 4.65
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6. Failure to properly display or wear the required identification badge at all times while on Northwestern Memorial premises, providing another person with use of one's own identification badge, or using another employee's identification badge.
7. Failure to comply with policies regarding the use of lockers and locker rooms.
8. Operating or using equipment, materials, or supplies in a careless or wasteful manner, or operating or using equipment not assigned to you.
9. Soliciting or accepting tips, gifts, or donations from patients, visitors, vendors or physicians. (Also refer to Conflict of Interest Policy, 3.45)
10. Failure to observe appropriate standards of dress, uniform policies, and hygiene; including wearing of non-professional badges, pins, buttons or other paraphernalia.
11. Unauthorized or personal use and/or possession of Northwestern Memorial supplies or equipment (including use of telephones for personal calls), or unauthorized conduct of personal business or enterprise, including promoting or selling any article or products.
12. Violating Northwestern Memorial's no-solicitation or no-distribution rules.
13. Substandard or unsatisfactory work performance that fails to meet job or departmental standards.
14. Use of personal pagers or telephones while working or in any area where personal pager and telephone use is prohibited.
15. Failure to follow proper safety protocols/policies and/or failure to wear proper safety equipment.
16. Failure to perform obligations under Northwestern Memorial's Code of Ethics. (See also III.B.27 in this policy.)

B. The following types of conduct are more serious, demonstrating intentional disregard for NMH's four core values of Patients First, integrity, excellence, and teamwork. They will generally lead to discharge even on the first offense.

1. Sleeping, preparing to sleep or being in a sleep-like position on Northwestern Memorial property at any time, whether or not during working periods. An employee who is on-call may use, with authorization, an appropriate on-call room. Exceptions may be made by an employee's manager for special health reasons in non-patient care, non-public space.
2. Disobeying instructions, procedures and policies, whether through neglect, procrastination or deliberate disobedience. Deliberately refusing to obey the orders or instructions of a manager, person in charge, or security officer.
3. Coming to work or being at work under the influence of intoxicants or unprescribed narcotics or drugs, using or possessing intoxicants or unprescribed narcotics or drugs while on Northwestern Memorial property or on work time, or reporting to work in a condition unfit for performing work.
4. Refusing to be tested or to undergo testing procedures if a manager or person in charge determines there is reason to believe that an employee is under the influence of intoxicants or unprescribed narcotics or drugs, or using or possessing intoxicants or unprescribed narcotics or drugs while on Northwestern Memorial property or on work time.
5. Testing positive on any tests administered under Northwestern Memorial's drug testing policy (policy 4.89).

Title RULES FOR PERSONAL CONDUCT	Page 3 of 5	Policy # 4.65
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6. Forging, altering, falsifying, omitting material, or information from a document, authorization, record, or time card or any written notation (including signing “in” or “out” for another employee or permitting another employee to use one’s own identification card or keycard).
7. Unauthorized possession or concealing of firearms or other weapons while on Northwestern Memorial property.
8. Jeopardizing the health or safety of employees, patients, visitors, physicians or other persons affiliated with Northwestern Memorial through conduct such as neglect of duty, failing to properly perform assignments, assault or violation of safety rules.
9. Failing to report to the employee’s immediate manager the conviction for a criminal charge or a plead of “no lo contendre” to any criminal charge (excluding minor traffic violations unless employee drives hospital vehicles).
10. Failure by an employee to report to his/her manager or director that the employee’s professional license has been placed on probation, come under suspension, has been revoked, or has otherwise been subject to disciplinary action.
11. Fighting, horseplay, any kind of unconsented physical contact (even when no injuries result), gambling (including participation in unauthorized lotteries), disorderly conduct, engaging in any illegal or inappropriate activity on Northwestern Memorial property or during work time.
12. Mistreatment or neglect of a patient, including the use of obscene or abusive language.
13. Interfering with or delaying the work of other employees.
14. Taking breaks in public areas during work time, and/or watching television in patient rooms, lounges or in public areas at anytime.
15. Mishandling, destroying, defacing or abusing property that belongs to Northwestern Memorial, employees, patients, visitors, physicians or other persons affiliated with Northwestern Memorial. Stealing property and/or the unauthorized personal use or possession of property belonging to Northwestern Memorial, other employees, patients, visitors, physicians or other persons affiliated with Northwestern Memorial.
16. Absence for two consecutively scheduled workdays or any absence without making proper notification to the employee’s manager, in accordance with department call-in procedures. Absence for two consecutive scheduled workdays without proper notification shall be considered a voluntary resignation.
17. Harassment of any kind, including sexual harassment of an employee, patient, visitor, physician or other person affiliated with Northwestern Memorial.
18. Misappropriation of NM assets, funds, property or time compensated by Northwestern Memorial. Misusing Northwestern Memorial funds, accepting Northwestern Memorial funds under false pretenses, including but not limited to, PTO, sick or vaction pay, disability and workers’ compensation payments and/or failing to notify and make prompt payment to Northwestern Memorial of overpayments or mispayments.
19. Working at other employment that may create any situation, action or omission which reasonably may be expected to affect independent judgment with respect to the conduct of Northwestern Memorial business, or any other violation of Policy 3.45, “Conflict of Interest.” If in doubt whether a conflict exists, report it to your manager.
20. Misusing confidential information, including protected health information, about employees, patients, their families, physicians, or other individuals associated with Northwestern Memorial, or proprietary information (i.e., not in the public domain) relating to the medical and business affairs of Northwestern Memorial, and/or failure to

Title RULES FOR PERSONAL CONDUCT	Page 4 of 5	Policy # 4.65
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maintain strict confidentiality regarding such information. Misuse includes attaching protected health information to Disciplinary Action Reports, grievance and appeal forms, or other employment-related documents. Please refer to General Administration Policy #1.46, Privacy and Confidentiality for definition of protected health information.

21. Making false or misleading statements, either oral or written, which reasonably may have an adverse impact on the reputation or operation of Northwestern Memorial.
22. Discourteous, insulting, threatening, intimidating or coercive behavior toward other employees, patients, visitors, physicians or other persons affiliated with Northwestern Memorial. Using obscene or abusive language.
23. Violating safety rules including, but not limited to, failure to comply with the Fire and Service Disruption Plan, and failure to promptly report an accident, job-related injury, communicable disease or other illness, or doing anything that creates a safety hazard or contributes to unsanitary conditions.
24. Removal of any Northwestern Memorial property without authorization (including damaged goods, scrap material and packages) from Northwestern Memorial premises or concealing such material on Northwestern Memorial premises. Failure to submit to and/or cooperate with a security officer or member of Northwestern Memorial administration in an inspection of materials, equipment, (including such things as lockers, desks and file cabinets), packages, vehicles, or personal affects brought onto, stored on, or removed from Northwestern Memorial premises.
25. Posting or distribution of inflammatory or offensive material on Northwestern Memorial premises or electronic sites.
26. Failure to report to the employee's immediate manager any sanction or exclusion from any federal health care reimbursement program, including but not limited to Medicare, Medicaid, Tricare, and the Veteran's Administration; or any investigation by any governmental agency in connection with a federal health care reimbursement program.
27. Exclusion from or sanction by any federal health care reimbursement program.
28. Sufficiently serious or willful disregard for Northwestern Memorial's Code of Ethics. (See III.A.16 in this policy)
29. Retaliation against an employee for reporting harassment, discrimination, wrongdoing, or violations of any law, regulation or policy, or exercising rights granted under any local, state, or federal law.

IV. MODIFICATIONS

This Policy creates no rights, contractual or otherwise. Statements of policy contained herein are not made for the purpose of inducing any person to become or remain an employee of NM, and should not be considered "promises" or as granting "property" rights. NM may add to, subtract from and/or modify this Policy at any time without notice. Nothing contained in this Policy impairs the right of an employee or NM to terminate the employment relationship at will.

V. SPECIAL

Questions concerning this policy may be referred to the Director of Human Resources, your manager, or your Human Resources Consultant.