

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: Personal Conduct

Policy #: 4.2

Prepared by:

Revision #:

Approved by: Board of Directors

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4.2 Personal Conduct

All employees and volunteers represent the Good Samaritan Health and Wellness Center. To achieve the mission and vision of the Center, it is important that each employee and volunteer act as “Ambassadors of Goodwill” to every client, visitor and co-worker.

All employees will be reviewed on their annual job performance on their conduct and their ability to work as a team member. All employees are expected to be polite, interested, understanding, helpful, pleasant, sincere and caring of each other and the Center’s clients.

The Good Samaritan Health and Wellness Center was created as a haven. A place where those who have been left out of the health care system can come to receive free care and volunteers, lay and professional, will participate in the delivery of the care. It is a place where everyone’s dignity will be augmented and respected. Above all, it is to be a place where clients feel welcome and comfortable.

We have and will enforce the following policy:

Zero tolerance for verbal abuse or improper behavior of any kind by anyone associated with Good Samaritan Health and Wellness Center, whether a member of the paid staff or a lay or professional volunteer.

In addition, by way of example only and not by way of limitation, specific conduct prohibitions include, but are not limited to, the following:

- Damage to Center property or property of patients, volunteers, employees, and visitors.
- Harassment or unfair treatment of any person because of age, race, creed, color, gender, sexual orientation, national origin, citizenship, disability, marital status, state of cleanliness, socio-economic status, culture or status as a veteran.
- Any threatening act against a patient, volunteer, employee, or visitor.
- Off-the-job conduct that may create a threatening environment for patients, volunteers, employees, or visitors.
- Immoral or indecent conduct including acts of sexual harassment.

Unauthorized possession of firearms or other weapons while on Center property