



Series: HR- Practices **COA:** HR 5.02, ETH 2, 4, 5, TS 2.01
CFOP: NA

Procedure Name: Employee Conduct
Procedure Number: HR-2301
Revision #/Date: (2) 09/08
Effective Date: 9/04

Applicable to: All CBCB Staff, Independent Contractors, Volunteers and Interns

SUBJECT: Employee Conduct

PURPOSE: To ensure CBC of Brevard maintains a working environment which encourages mutual respect and promotes respectful and congenial relationships between and among employees. To establish the expectations of all staff to adhere to Agency policies, practices and the values and principles of the System of Care and to encourage collaborative, solution-based expectations and teamwork. To document specific behaviors and actions that are considered grievous and serious enough to result in immediate disciplinary action including employment separation

PROCEDURE:

References

(to be added as applicable)

1. CBC of Brevard Corporation is firmly committed to its beliefs and attitudes regarding integrity, developing and maintaining positive work relationships with both internal and external stakeholders and complying with all applicable laws. Each officer and employee of CBC of Brevard is expected to embrace these principles and apply them in the performance of their work and in their relationships with clients, vendors and co-workers. Employee conduct reflects directly on the Agency and as such employees are expected to observe the highest standards of integrity and professionalism at all times. This Code affirms the Agency's commitment to uphold high moral and ethical standards and specifies the basic norms of behavior for those who are involved in representing the Agency.
2. Each officer and employee is expected to fully comply with the letter as well as the spirit of all lawful requirements applicable to the Agency's work. If you encounter a situation that is not clear or you have a concern of a legal interpretation, please immediately direct your question to your supervisor, or the Division Director or any of the Officers of the Agency.
3. The following are minimal standards of conduct to which all employees and related staff identified are expected to adhere:
 - Adhere to the values and principles of CBC of Brevard;

- All employees and related staff are expected to adhere to the standards of conduct and ethics required by their specific certifications, licensure or related programs at all times;
 - Promote the Agency Mission;
 - Serve as an agent of change and collaboration;
 - Communicate with co-workers, supervisors, clients and other stakeholders in a respectful manner with sensitivity to differences in cultural and economic differences;
 - Promote a positive work culture at all times;
 - Approach all matters from a solution-focused orientation;
 - Mentor those in need of support;
 - Attend meetings consistently and on time;
 - Make decisions that are deemed in the best interest of the Agency and those we serve;
 - Maintain the highest level of confidentiality as required and appropriate;
 - When appropriate, serve as a spokesperson supporting decisions made;
 - Strive to promote and contribute toward continuous quality improvement; and
 - Be an active participant in decision-making and consensus-building.
4. Employees whose duties permit or require them to do so may provide entertainment or modest gifts to business employees other than public officials. However, sound business judgment must be exercised to ensure that the gift or entertainment does not violate any laws and are made in accordance with generally accepted ethical and business practices.
 5. CBC of Brevard is governed by many regulations and statutes. Among them is the "Sunshine Law" which means that many meetings must be publicly noticed and that any citizen may attend. Any dealings among officers or employees of the Agency and public officials are to be conducted in a manner that will not compromise the integrity or damage the reputation of any public official or the Agency and does not in any way violate any requirement, statute or regulation.
 6. Even the appearance of impropriety in dealing with public officials is improper and unacceptable. Participation, directly or indirectly, in bribes, kickbacks, illegal gratuities, or contributions is expressly forbidden. Maintenance of the highest standard of integrity is of the utmost importance to the Agency and a breach of this value is grounds for disciplinary action up to, and including, termination of employment.
 7. Any use of Agency's funds, goods, services or relationships as contributors to political parties or campaigns is strictly forbidden unless the Board of Directors authorizes such use in advance.
 8. Officers and employees of the Agency are not permitted to use their status or position to obtain personal gain from those doing or seeking to do business with the Agency.
 9. Employees and those managers responsible for the Agency's books, records, capital expense and equipment purchasing must ensure that proper accounting and documentation exists

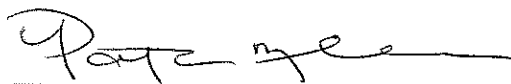
within their functional areas. These records must be developed and maintained to permit the accurate preparation of financial statements in conformity with generally accepted accounting principles. The recorded accountability for assets will be compared with existing assets at reasonable intervals and appropriate action will be taken with respect to any differences. The use of Agency funds for any unlawful or improper purpose is strictly prohibited and is grounds for disciplinary action up to, and including, termination.

10. Any employee of the Agency, who receives a traffic ticket or is arrested for any reason, **must** report the event to the direct supervisor within one (1) business day. If the direct supervisor is not available, this report must be made to the Division Head or Chief Personnel & Administrative Officer.
11. Upon notification the supervisor is required to report the incident to the Chief Personnel & Administrative Officer immediately.
12. Failure of the employee to make the required report within the required timeframe and/or the failure of the supervisor to immediately report the incident to the Chief Personnel & Administrative Officer may result in disciplinary action up to and including termination of employment.
13. The Agency seeks to comply with not simply the letter of the law, but with the spirit of the law. The Agency expects to meet or exceed any applicable governmental regulation or requirement in the implementation and development of its business operation.
14. There are specific behaviors, actions and violations that CBC of Brevard considers unacceptable, inappropriate and these are grounds for immediate dismissal. These include but are not limited to:
 - Falsification of employment or other CBC of Brevard records;
 - Violating the Agency's Anti-Harassment Policy;
 - Soliciting and/or accepting gratuities from clients or vendors for personal gain;
 - Failure to comply with the Security Awareness Training and Agreement;
 - Failure to comply with the standards and reporting requirements of the Affidavit of Good Morale Character;
 - Failure to comply with the requirements of maintaining client or Agency confidentiality;
 - Failure to ensure compliance with HIPAA regulations;
 - Failure to notify a supervisor of any potential Conflict of Interest;
 - Violation of other Agency policies;
 - Excessive, unnecessary or unauthorized use of CBC of Brevard equipment and supplies particularly for personal use;
 - Reporting to work under the influence of drugs or alcohol and the illegal manufacture, possession, use, sale, distribution or transportation of drugs;
 - Refusal to comply with the random drug testing procedures;
 - Consuming or storing alcoholic beverages on CBC of Brevard premises or consuming alcoholic beverages while working with clients on or off premises;
 - Fighting or using obscene, abusive or threatening language or gestures, or violence on CBC premises;
 - Theft of property from co-workers, clients or the Agency;
 - Fraud or embezzlement of Agency funds;

- Violation of CBC of Brevard's Weapons Procedure on CBC of Brevard premises or while on Agency business;
 - Disregarding safety or security regulations;
 - Insubordination; and
 - Excessive absenteeism or tardiness
15. Should an employee's performance, work habits, overall behavior, conduct or demeanor become unsatisfactory based on violations either of the above or any other CBC of Brevard policies, procedures, rules, or regulations, the employee will be subject to disciplinary action which may include termination of employment.
16. Before or during imposition of any discipline, an employee may be given an opportunity to relate their version of the incident or problem at issue and provide any explanation or justification they consider relevant.
17. Where appropriate, a policy of progressive employee discipline will be followed by supervisors in conjunction with the Chief Personnel & Administrative Officer. Major elements of this policy include:
1. **VERBAL REPRIMAND.** The first step in the Agency's progressive disciplinary policy is the "verbal reprimand." This is a verbal warning to an employee that his conduct is unacceptable, and that repeated or continued failure to conform his conduct or performance to the Agency standards will result in more severe disciplinary action. Before receiving a verbal reprimand, an employee will be counseled by his supervisor and told what improvements are necessary and expected to correct any performance deficiencies. A record of the notice of the verbal reprimand may be made and retained in the employee's personnel file. This meeting is generally held between the immediate supervisor and the employee.
 2. **PERFORMANCE IMPROVEMENT PLAN.** The second step is a "performance improvement plan." This document will describe the unacceptable conduct or performance of the employee and specify needed changes or improvements with timeframes by which the corrections must be made. This document is crafted in conjunction with the Chief Personnel & Administrative Officer before being delivered to the employee. Approved performance improvement plans may be delivered by the manager alone or with the Chief Personnel & Administrative Officer as mutually determined. A copy of the performance improvement plan will be retained in the employee's personnel file.
 3. **SUSPENSION.** Suspension of the employee's employment may, at the sole discretion of the Agency, be used as a third step. The length of the suspension will vary based upon such factors as the severity of the offense, the employee's performance, and the employee's disciplinary record. The suspension may be paid or unpaid. An employee may be suspended for repeated instances of minor misconduct, failure to conform his conduct or performance to the standards of his position, or for a single serious offense. This decision will be made in conjunction with the Chief Personnel & Administrative Officer who will request final approval from the Chief Executive Officer if this decision is mutually recommended. The meeting with the employee to document the suspension will take place with the employee, supervisor and Chief Personnel & Administrative Officer. A record of the suspension will be retained in the employee's personnel file.

4. **TERMINATION.** The final step in the disciplinary procedure is the termination of the employee. If an employee fails to conform to the conduct or performance standards required by the Agency and in the timeframes outlined in the performance improvement plan, the Agency may, in its sole discretion, terminate the employee's employment. Decisions to terminate an employee are made in conjunction with the Chief Personnel & Administrative Officer and must be mutually determined. The Chief Personnel & Administrative Officer will request the approval of the Chief Executive Officer to finalize any termination decision. The termination meeting will include minimally the employee, supervisor and Chief Personnel & Administrative Officer.
18. Notwithstanding this progressive disciplinary procedure, the Agency reserves the right to administer discipline in such a manner as it deems appropriate to the circumstances, and may, in its sole discretion, eliminate any or all of the steps in the discipline process.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER:



DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
CBC of Brevard, Inc.

APPROVAL DATE: 3/9/09