


# Employee Conduct

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	<b>Louisiana Department of Health (LDH)</b>	
	<b>Policy Number</b>	86.1
	<b>Content</b>	LDH Guidelines for Employee Conduct
	<b>Effective Date</b>	February 18, 2014
	<b>Inquiries to</b>	Office of Management and Finance Division of Human Resources, Training and Staff Development P.O. Box 4818 Baton Rouge, Louisiana 70821-4818

If there is a discrepancy between an LDH Policy and a Program Office or facility policy, the LDH policy shall govern/overrule/supersede the conflicting section within the Program Office or facility policy.

## I. POLICY STATEMENT

The Louisiana Department of Health (LDH) is committed to providing excellent customer service as well as a safe and non-hostile working environment for all its employees. To these ends, this policy establishes guidelines for conduct to help LDH employees work together for the good of our customers and each other. These rules, while not all inclusive, are intended to provide guidance on the types of behaviors that are not tolerated by LDH. Violations of these rules or other LDH policies may result in disciplinary action up to and including dismissal.

## II. APPLICABILITY

This policy shall be applicable to all employees of LDH.

## III. EFFECTIVE DATE

The effective date of this policy is February 18, 2014.

## IV. RESPONSIBILITIES

- A. Appointing Authorities are accountable for the enforcement of this policy in the areas under their jurisdiction.

- B. Managers are accountable for the enforcement of this policy. Failure to enforce this policy may result in disciplinary action.
- C. Supervisors are responsible for (1) monitoring employee behavior and job performance; (2) counseling employees to improve their behavior when necessary; and (3) initiating disciplinary action when this or other policies are violated. Failure to enforce this policy may result in disciplinary action.
- D. Employees are responsible for adhering to this policy and all LDH policies. Violation of this policy may result in disciplinary action.

## V. POLICY PROVISIONS

This list is intended to be a guide for employees in dealing with customers, consumers of LDH services, fellow employees, and other individuals with whom they may come in contact in the course of their job duties. It is not all inclusive of behaviors that are not tolerated by LDH. Behaviors not tolerated by LDH include:

- A. Rudeness and abusive behavior
  - 1. Verbal threats toward persons or property, the use of vulgar or profane language in the presence of customers, co-workers, visitors and others, making derogatory comments toward others, verbal intimidation, exaggerated criticism, practical jokes, name-calling and yelling at others.
  - 2. Any physical assault, such as hitting, pushing, punching, pinching, kicking, holding, and impeding or blocking the free movement of another person.
  - 3. Display or dissemination of derogatory or offensive posters, cartoons, publications, emails or drawings.
- B. Harassment of any sort and discrimination based on any non-merit factor (race, sex, disability, national origin, religion, gender).
- C. Disorderly conduct such as fighting.
- D. Misuse or abuse of property
  - 1. Use of (or allowing the use of) LDH vehicles, equipment or property for personal use.
  - 2. Destruction, neglect or abuse of LDH property or equipment or the property of others.
  - 3. Stealing.

- E. Unsafe work practices
  - 1. Failure to observe and adhere to precautions for personal safety and written or verbal safety instructions.
  - 2. Endangering the safety of others or causing injury to others through carelessness, neglect or unsafe work habits.
- F. Sleeping on the job
- G. Insubordination or failure to promptly and cooperatively follow directives or instructions given by a supervisor or superior in the chain of command.
  - 1. Employees shall not obey a directive which they know would require them to commit an illegal, immoral or unethical act. If an employee has concerns as to the legality or propriety of a directive, he shall express his concern to the supervisor or refer the matter to higher level staff through the chain of command.
  - 2. An employee who is given a directive that conflicts with a previous directive shall respectfully inform his supervisor of the conflict. If the last directive is not altered or retracted, the last directive shall stand. If the last directive is obeyed the employee shall not be held responsible for disobeying the previous directive.
- H. Conduct unbecoming to a public employee including but not limited to:
  - 1. Unauthorized release of confidential information.
  - 2. Constant use of personal cell phone (including texting) during working hours.
  - 3. Conduct that violates the Code of Governmental Ethics or participation in prohibited political activities.
  - 4. Failure to cooperate or refusal to give information during authorized investigations.
  - 5. Failure to submit to a polygraph test or drug test as directed by the appointing authority.
  - 6. Falsification of any LDH, state, federal or other official documents including but not limited to travel records, time and attendance records, medical certifications, leave requests, employment applications, employment records, subpoenas, summonses, etc.

## VII. DISCIPLINARY ACTIONS

Violations of this policy may result in disciplinary action up to and including dismissal.

## VIII. REVISION HISTORY

<b>Date</b>	<b>Revision</b>
February 18, 2014	Policy created
December 3, 2019	Housekeeping change (Section IV)