



The purpose of this policy is to set forth minimum standards of conduct for agency employees. Responsible and appropriate conduct by employees in the workplace and while working on agency business or representing the agency outside the workplace is required at all times. Continued employment with KDADS requires positive interaction with patients/residents, co-workers, business partners and the public. Employees and other KDADS agents such as volunteers, interns, and educational participants are expected to work in a harmonious, cooperative fashion and contribute to a positive work environment. Any behavior to the contrary shall be subject to disciplinary action.

The following list that is not all-inclusive, illustrates the minimum expectations for acceptable employee conduct:

1. Recognizes their responsibilities to the agency and applies effective work habits and attitudes to meet work requirements in a dependable fashion.
2. Attends work regularly and on time.
  - a. Reports to work at the assigned time, work station, and remains at work until the end of the scheduled work day/shift.
  - b. Provides notification to supervisor of tardiness (unable to report to work on time).
  - c. Meal and rest breaks are taken within appropriate timeframes.
3. Plans appropriately for absences.
  - a. Provides appropriate notification for taking leave subject to operational needs.
  - b. FMLA hours will not be counted against absences.
  - c. Sick leave has a defined purpose as per K.A.R. 1-9-5, (employee may be required to provide the necessary documentation for use of leave).
  - d. Follows agency policy and procedures for unauthorized leave as defined by K.A.R. 1-9-3, (time away from work, which has not been approved in advance). Habitual or flagrantly improper use (pattern) of leave privileges and failure to follow established leave procedures may be grounds for disciplinary actions including dismissal.
4. Assumes personal accountability for work.
  - a. Responsible for managing individual leave balances.
  - b. Takes personal responsibility for quality, service, and professionalism to patients/residents, co-workers & public.
5. Demonstrates personal integrity and ethical behavior.
  - a. Acts with integrity and respect in our work with patients/residents and fellow employees.
  - b. Strives for continuous improvement.
6. Displays good stewardship of public resources.
  - a. Promotes the value of partnerships, both within the agency and with community partners.

7. Adapts to changes in processes, procedures or responsibilities.
  - a. Exhibits positive behavior and embraces responsibility in accepting change. Acts to overcome challenges.
8. Understands others' ideas and expresses thoughts and information effectively, utilizing appropriate gestures, tone, organization, grammar, format and materials.
  - a. Maximizes performance through effective communication and develops a communication style that optimizes individual and team performance.
  - b. Expressing ideas, requesting actions, summarizing events, and formulating plans by means of clear and effective writing, communicating, or presenting.
9. Addresses underlying patient/resident needs that add value, to remove causes of patient/resident problems and ensure the long-term viability of the relationship.
  - a. It includes demonstrating understanding of the patient/resident's point of view, delivering on commitments, gaining the confidence of patients/residents, and maximizing patient/resident satisfaction.
10. Identifies problems or opportunities and takes appropriate action to address current or future problems or take advantage of current or future opportunities.
  - a. Consults with appropriate staff (e.g., supervisor, leadership, Human Resources) to develop and implement corrective actions
11. Achieves team objectives by developing and sustaining cooperative relationships.
  - a. Employee works cooperatively with others as part of the team, as opposed to working separately or competitively.
  - b. At the highest levels, it includes an ability to ensure the cohesiveness of the team and to ensure success.

The above illustrative list may be supplemented as needed in a manner consistent with the needs of the agency and the State of Kansas. Inappropriate, insulting, demeaning, or threatening conduct by employees will not be tolerated. This includes the types of personal conduct listed in K.S.A. 75-2949f; resistance to working cooperatively and in good faith with co-workers and patients/residents; any spoken or written comments which are vulgar or profane, or which insult or demean another person's religion, race, gender, disability status, age, gender identity, sexual orientation, national origin, ancestry, military or veteran status, political affiliation, genetic information; threats, threatening behavior, or acts of violence; or any conduct which disrupts another person's work performance or the agency's ability to carry out its mission. Such behavior may result in formal disciplinary action, including dismissal, demotion, or suspension without pay for up to 30 calendar days, or informal disciplinary action such as verbal and/or written counseling or written reprimands. The type of discipline imposed shall depend on the nature and severity of the employee's conduct, the employee's work history, and other relevant factors.

For further information regarding threatening behavior and acts of violence in the workplace, please see KDADS 3.8.E Workplace Violence Policy. Questions concerning employee conduct should be directed to the immediate supervisor or Human Resources.

*Reference: K.S.A. 75-2949e; K.S.A. 75-2949f; K.A.R. 1-9-5; K.A.R. 1-9-3; 3.6 Disciplinary Action; 3.8.E Workplace Violence*