

SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE POLICY

NUMBER: BA155

NAME: AGENCY GOALS AND EMPLOYEE EXPECTATIONS

INITIAL APPROVAL DATE:	12/02/2020	BY: Administrative Committee
(LAST) REVISION DATE:		BY:
(LAST) REVIEW DATE:	12/12/2024	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACE BY: N/A

I. PURPOSE

Sanilac CMH strives to host a professional and welcoming environment for both employees and individuals served. This policy outlines the Agency's goals and employee's professional requirements that must be upheld.

II. APPLICATION

Populations: **NA**
Programs: **Direct - ALL**
Contracted - ALL

III. STANDARDS

The Agency's goals for its employees include the following:

- To provide equal employment opportunity and treatment regardless of race, religion, national origin, color, age, height, marital status, gender, transgender, genetic information, disability, or veteran status.
- To provide compensation and benefits commensurate with the work performed.
- To establish reasonable hours of work based on the Agency's production and service needs.
- To monitor and comply with applicable federal, state, and local laws and regulations concerning employee safety.
- To offer training opportunities for those whose needs and capabilities warrant such training.
- To be receptive to constructive suggestions which relate to the job, working conditions, or employer policies.
- To establish/maintain appropriate means for employees to discuss matters of interest or concern with their immediate supervisor.

The Agency retains the right to establish, change, and abolish its policies, practices, rules, and regulations (not in conflict with the terms of the labor agreements) at will, and as it sees fit. Nothing in the Agency's policies or procedures should be considered as a contract or promise, express or implied, to employees.

IV. AGENCY EXPECTATIONS

Employees are always expected to conduct themselves in a responsible and professional manner to promote the mission of the Agency and the best interests of the individuals served. Expected conduct of Employees includes:

1. Reporting to work punctually as scheduled, being ready for work at the proper workstation at the assigned starting time, remain at work during the scheduled hours of employment, return promptly from breaks and lunch periods. If an employee is unable to report to work, proper advance notice is required.

2. Complying with all agency policies, procedures, safety and security regulations, smoking policies and locations, clothing requirements and quality standards. This includes treating all individuals served, visitors and employees with mutual respect and courtesy. Employees should conduct themselves in a professional manner, this includes having appropriate boundaries with co-workers and individuals served.
3. Maintaining their workplace area to be clean and orderly.
4. Reporting to management suspicious, unethical, or illegal conduct by fellow employees, individuals, suppliers or the general public.
5. Maintaining confidentiality regarding both employee personal information, individual's information and protected health information acquired in the course of employment. Employees who have concerns about the security of information should contact their supervisor, the Human Resources Department or the Compliance Officer. Employees must realize that Agency information is for Agency use only and not for distribution to the outside without proper releases. Distribution of employee personal information and/or protected health information requires both a need to know and a right to know the information requested. Employees must use care to assure that information that may be of possible value to competitors, and/or may be potentially damaging to the Agency, individuals receiving services, or its staff is not disclosed to outside parties (unless disclosed under a valid consent to share information, a valid Freedom of Information Act request, or shared by management as appropriate with auditors and other departments to conduct business efficiently and enroll employees in eligible benefits). Employees may not disclose another's private information. Personal information includes treatment received, family status, medical or benefits information, social security numbers, and/or dependent information.
6. The Agency expects all questionable situations to be reported. Reports can go to a variety of sources including a Supervisor/Officer, Human Resources, Recipient Rights Officer and/or Corporate Compliance Officer. Depending upon the nature of the situation, one person may be more appropriate to receive the report than another. For example: Individual's rights should always be reported to the Recipient Rights Officer, whereas complaints about coworkers are reported to Human Resources. Confidentiality is reported to the Corporate Compliance Officer. At times, these investigations may overlap involving all three offices. Please be aware that the standard of reasonableness will be applied in these circumstances. Employees that report the breach will be protected as appropriate under the Whistleblowers Protection Act. Employees must be willing to disclose all information regarding the situation – the reporting employee's confidentiality will be maintained as much as possible during the investigation. The employee must exercise sound judgment to avoid baseless allegations. Employees may not make malicious, false and harmful statements about others. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

V. EMPLOYMENT INFORMATION

Sanilac County Mental Health Authority (Sanilac CMH) strives to implement fair and effective employee policies that assure compliance with all applicable standards (including HIPAA); to require all employees to serve the organization's best interests; and to identify the responsibilities of the Agency and the employees. Sanilac CMH wishes to promote a working environment which encourages mutual respect and civil, congenial interactions between and among employees, individuals served, and the community.

All employees and contract staff will perform their duties in a competent and responsible manner consistent with professional standards of conduct and performance; will maintain strict standards of confidentiality regarding individuals served; and will utilize information acquired in the course of

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employment in a manner that is in the best interest of the Agency. Conduct that interferes with operations, malicious, false and/or harmful to individuals receiving services or fellow employees will not be tolerated and will result in disciplinary action.

VI. ATTACHMENTS

VII. REFERENCES