



Standards of Behavior

A EXPECTED BEHAVIORS

1. Demonstrate our Culture of Compassion at every opportunity by being sensitive to an individual's unique needs.
2. Display professionalism. Work cooperatively, putting personal feelings aside. Voice complaints about working conditions in a professional manner that does not disrupt or disturb work or patient care.
3. Acknowledge all people with a hello, nod or smile, when passing in the hallway, elevator or lobby, or entering a patient's room, or whenever approached.
4. Demonstrate friendliness, respect personal space, be aware of body language.
5. Be a team player. Act in a courteous and respectful manner to peers and supervisors.
6. Treat all equally and be sensitive to individual needs.
7. Offer help and assistance to co-workers, patients, visitors, physicians and volunteers when in need. Utilize the chain of command and ask for assistance when you need help.
8. Notify supervisor or manager of abusive, disruptive, or disrespectful behavior toward patients and visitors. Provide support by being present, ask for a third party facilitator to help resolve issues, hold others accountable for standards.
9. Take opportunities to sincerely compliment others.

B UNACCEPTABLE BEHAVIORS

1. Rush through work without engaging the patient, family members, co-workers or volunteers.
2. Berate; name call; lie; voice complaints in a manner that disrupts patient care.
3. Ignore patients; talk or text on your cell phone during work time; fail to acknowledge others in work-related communication; perform patient care tasks without making eye contact or conversation.
4. Bully; threaten; taunt; scapegoat, or humiliate; intimidate through body language or actions (crowd or invade personal space; make intimidating gestures; slam doors; slam charts on desk or throw small objects).
5. Act in a manner that is rude, disruptive of work, unprofessional, or intimidating; exhibit work-related favoritism; engage in retaliation.
6. Discriminate against or harass anyone in a manner prohibited by Torrance Memorial's policies; be insubordinate in response to proper work instructions.
7. Let patients or visitors suffer by not helping; ignore anyone who needs help; tell someone "It's not my job"; "I'm not your nurse"; "You are not my only patient"; "I am too busy"; "I'm floating-this is not my unit"; endanger patient or employee safety.
8. Allow a situation with a patient or visitor to escalate or repeat by ignoring it, avoiding it, or fueling it; leave a patient alone and vulnerable; ignore unacceptable behaviors of others towards patients or visitors.
9. Criticize or blame others in the presence of patients or visitors.