

EXPECTATIONS OF CONDUCT AND PERFORMANCE

Duke intends its corrective-action policies and procedures to be progressive. The following guidelines are provided to assist supervisors and staff in understanding expected conduct and performance, as well as typical (not required) corrective actions. Duke also reserves the right to effect immediate termination, if such action is deemed necessary.

Category	Expected Conduct and Performance	Suggested Corrective Action Steps for failure to meet expected conduct and/or performance		
		Written Warning	Final Written Warning/ Suspension	Termination
Performance and Work Requests and Assignments:	Perform assigned tasks safely, competently and according to performance and behavioral expectations of the department/work unit.	✓		
	Successfully perform assigned job duties consistent with standards - both those specifically part of the job description and other duties related to the job (as assigned by a supervisor).	✓		
	Cooperate and collaborate with supervisors and co-workers in performing assignments and service requests.	✓		
Compliance with Policies and Procedures:	Comply with all Duke, unit and department policies and procedures (i.e., administrative, Human Resources, clinical, financial, animal, and safety policies and procedures).	✓		
	Disclose possible conflicts of interest and/or conflicts of workplace commitment.	✓		
	Ensure and protect the confidentiality of sensitive information (oral, written or electronic). Confidential information should not be repeated, discussed or removed from the work area - except for legitimate and authorized work reasons.	Corrective action steps can vary depending on circumstances. See specific guidelines under the Duke Confidentiality Policy.		
	Comply with all federal and state standards and laws regulating the provision of professional services (licensure and scope of practice).			✓
	Behave with honesty and integrity in all employment actions including the maintenance and completion of records and the accurate recording of time worked.			✓
Availability for Work:	Attend work as scheduled - that is, arrive on time fully prepared to begin work and remain at work through the entire work period and request authorization according to established department procedures if there is a need to leave the workplace.	Corrective action steps can vary depending on circumstances. See specific guidelines under the Duke Attendance Policy. This is the only Expected Standard in Progressive Corrective Action Track B.		
Attend Work as Scheduled:	Notify the supervisor well in advance of any unscheduled absence in accordance with department notification procedures.	✓		
	Being absent without notice for three consecutive workdays constitutes voluntary resignation.			✓
Safety and Use of Duke Property:	Use and safeguard the property of others and of Duke through proper and authorized use.	✓		
	Use Duke's property only for legitimate work purposes (telephones, e-mail, facsimile machines, computers, printers, copiers, cell phones, tools, vehicles, furniture and other work-related equipment).		✓	
Teamwork and Workplace Behavior - The Maintenance of appropriate workplace behavior that fosters collaboration, customer service and teamwork:	Use respectful, courteous and helpful language when communicating with supervisors, co-workers and customers. Loud, boisterous and intimidating language will be a violation of accepted workplace standards and is not appropriate.	✓		
	Adhere to and comply with Duke and department-specific safety policies and training requirements. Identify safety issues, and report all hazards, incidents and safety concerns on a timely basis.	✓		
	Be productive and use all available time to accomplish expected work tasks - personal business should be accomplished outside of work time and/or during scheduled time-off.	✓		
	Dress for work according to the department's workplace attire guidelines - including the appropriate display of the Duke identification badge.	✓		
	Being disruptive, discourteous and/or insubordinate conduct will not be tolerated.		✓	
	Acting inappropriately (such as using profane, suggestive or abusive language) is a violation of accepted workplace standards and will not be tolerated.		✓	
	Acting inappropriately such as, sleeping on the job (non-patient care position), working or suspected of working under the influence of drugs or alcohol is a violation of accepted workplace standards.		✓	
	Acting inappropriately such as, fraud, abuse, threats, harassment, illegal activities, sleeping on the job (patient care position), or possessing a weapon is a gross violation of accepted workplace standards and will be grounds for immediate termination.			✓
	Conduct that causes or threatens harm to others or that constitutes persistent, unwanted behaviors will not be tolerated and will be grounds for immediate termination.			✓