

[Place on Department Letterhead]

DIRECTIVE MEMORANDUM

TO: Unit 9900

FROM: Jane Jones
RUHS Nurse Coordinator

DATE: January 4, 2019

SUBJECT: **General Directive on Professional and Courteous Conduct**

All staff members are hereby placed on notice of the Department's expectations regarding interactions with others. It is a fundamental expectation of all employees that they work cooperatively with one another. All individuals are to be treated with dignity and respect. Employees are expected to conduct themselves in a professional, courteous, responsive, respectful and civil manner with co-workers, clients, and others in the workplace at all times. Rude and discourteous behavior is unacceptable and will not be tolerated.

Examples of inappropriate behavior include but are not limited to, glaring at others, rolling eyes in a derisive manner, giving "dirty looks," ignoring or snubbing others, failing to respond to civil greetings, making snide comments about or belittling others, berating others, having angry exchanges, gossiping, using profanity, and name calling. In order to ensure a harmonious work environment, individuals who are subjected to this kind of treatment or who witness this kind of treatment are expected to immediately notify their supervisors. Violations of this directive will not be tolerated.

Employees are to keep this memorandum in a convenient place and refer to it whenever necessary to refresh their recollection about expected behavior.

cc: Supervisor's File

Receipt Acknowledged: _____
Employee's Signature/Date