

DEVELOPMENTAL DISABILITIES ADMINISTRATION
RESIDENTIAL HABILITATION CENTER
STANDARD OPERATING PROCEDURE

TITLE: WORKPLACE CONDUCT 101.5

PURPOSE

This procedure establishes a process for reporting inappropriate workplace conduct.

SCOPE

This procedure applies to all DSHS employees working within an RHC, volunteers, and interns.

PROCEDURES

- A. DSHS employees working within an RHC, volunteers, and interns must report inappropriate workplace conduct.
- B. Inappropriate workplace conduct includes:
 - 1. Yelling;
 - 2. Swearing;
 - 3. Berating;
 - 4. Insulting and name calling;
 - 5. Threatening to harm a person or cause property damage;
 - 6. Talking about a group or an individual in a way that is disparaging, demeaning, or disrespectful;
 - 7. Gesturing in an offensive or intimidating way (e.g., finger pointing, touching, or shoving); or
 - 8. Unwelcome physical contact, language, or conduct that is offensive or sexual in nature.

C. Supervisors must:

1. Ensure their employees receive and read a copy of this standard operating procedure;
2. Promote a workplace that is professional and respectful by:
 - a. Role modeling appropriate behavior;
 - b. Monitoring behaviors that could lead to problems; and
 - c. Responding immediately and appropriately to a report of inappropriate workplace conduct.
3. Notify their supervisor when they receive a report of inappropriate workplace conduct; and
4. Investigate reports thoroughly, fairly, and in a timely manner with their supervisor.

D. An employee must:

1. Report inappropriate workplace conduct to their supervisor; and
2. If the employee's supervisor is absent, unavailable, not addressing the inappropriate workplace conduct, or the conduct continues, submit the report to a person of higher authority.

E. Retaliation following a report of inappropriate workplace conduct, regardless of degree, also constitutes inappropriate workplace conduct. Retaliatory actions must be reported immediately.

AUTHORITY

DSHS Administrative Policy 18.64, *Standards of Ethical Conduct for Employees*
DDA Policy 5.13, *Mandatory Reporting*

DEFINITIONS

Retaliation means to treat differently in a negative manner, attempt to get revenge, or punish.

SUPERSESSON

None.

TITLE:

WORKPLACE CONDUCT

101.5

Approved: /s/ Deborah Roberts Date: September 15, 2019
Deputy Assistant Secretary
Developmental Disabilities Administration