



## PROFESSIONAL CODE OF CONDUCT

City of Vision Eye Care relies on employees to maintain a professional, businesslike manner during work hours, while on company property, or whenever representing the organization. Employees may also be accountable for behavior outside of work if it has the potential to cause discredit or harm to the organization. Failure to adhere to City of Vision Eye Care's norms and standards of professional conduct may result in disciplinary action leading up to and including termination.

### Policy

Areas of conduct covered by this policy and standards of conduct include, but are not limited to the following:

- **Company Resources:** Employees may not conduct **personal** business during work hours or use company resources for personal business. This includes:
  - Unauthorized possession, misuse, reading or copying of organization documents or records or disclosure of information from such records to unauthorized persons.
  - Unauthorized use of office telephone service, courier services, postage, and office supplies for personal use.
- **Personal Cell Phone Use:** The usage of personal cell phones while an employee is on the clock is considered inappropriate and in direct conflict with providing customer service required for City of Vision Eye Care job duties.
  - Personal cell phone use **in front of patients** is STRICTLY PROHIBITED.
  - Personal cell phone use for the purpose of communicating with friends and family during work hours is STRICTLY PROHIBITED.
  - Cell phones may **not** be left on desktops to prevent distraction from work related tasks.
    - Employees with desks must keep their cell phones **out of sight** in **closed** drawers, purses, or lockers.
    - All cell phones must be in silent mode during work hours
  - Exception to this policy may be granted in the case of extenuating circumstance.
    - Management must be informed of the extenuating circumstance and will authorize the carrying of cell phones if the situation requires it. Authorization may be granted for a time period of one day only and must be renewed if an employee requires more days of phone carrying.
    - For all other emergencies, we recommend family members call the office phone line (505-892-8411) and have a message sent to the employee in question to call them back as soon as needed.
  - Personal cell phone use is permissible in **non-patient care areas** during lunch breaks or short personal breaks.
- **Food & Drink:** Consumption of food and drink in patient care areas are prohibited in the interest of patient safety, hygiene, allergies, and ants.
  - For individuals with desks, they may keep small snacks in drawers and a small **covered** drink with them at their work station as long as it does not interfere with performance of job duties. If any contact occurs between the employee's drink or snack and company equipment or patient chart, the privilege of having small snacks at their workstation will be revoked for a minimum of 2 weeks or indefinitely.
- **Conversation Volume:** In consideration of patient care, personal conversations should maintain a volume that prevents disruption to patient areas.
- **Alcohol and Other Drugs:** Being under the influence of alcohol or illegal or controlled substances when reporting to work, while on the job, or in connection with carrying out organization responsibilities is prohibited. In addition, possessing or selling illegal or controlled substances while on the job, or in connection with carrying



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out organization responsibilities is also prohibited. This complements other City of Vision policies including those regarding the drug free workplace.

### **Responsibility**

It is the responsibility of all City of Vision Eye Care employees to follow the procedures outlined above, other City of Vision Eye Care policies regarding employee conduct, and specific departmental guidelines. Violations of professional conduct may be reported anonymously through the employee portal or in person. Abuse of this policy may result in immediate loss of privileges, warnings, or termination of employment for that individual.