

IREDELL COUNTY HEALTH DEPARTMENT
318 Turnersburg Highway, Statesville, NC 28625

Policy Title:	Standards of Excellence in Behavior	Anticipated Annual Review Period	Once annually in June
Division of Origin:	Administration	Non-intent Change Revision Date(s):	2/22/17
		Intent Change Revision Date(s):	4/1/14, 4/16
Prepared By:	Jane Murray	Effective Date for Intent Change Revision(s):	4/1/14, 7/16, 3/1/17
Managed By:	Jane Hinson; Service Excellence Committee		
Original Created Date:	November 19, 2013	Affected Programs:	All Iredell County Health Department Employees
Original Effective Date:	December 1, 2013		
Location(s) of Policy:	General Policy Manual and Server		

I. PURPOSE STATEMENT:

The purpose of this policy is to provide all employees, supervisors and division directors with established guidelines to govern acceptable behavior for all staff. Service Excellence at the Iredell County Health Department is a way of working, a way of interacting and a way of thinking about our jobs as we work together with others. Service Excellence is not just a good attitude, it is a great one! It is our culture.

II. PROCEDURE:

- A. Regulations for the acceptable conduct of employees are necessary for the operation of Iredell County Health Department for the benefit and protection of the rights and safety of all patients, employees and visitors.
- B. Insofar as an employee's conduct off the job is concerned, the following indicates the minimum which is required of any employee:
 - 1. Employees should do their best to represent Iredell County in a way that is favorable to the County, displays quality judgment and reduces the possibility of negative views of the county or their departments; this includes but is not limited to all social media and related avenues.
 - 2. The employee's personal conduct should be such that the actions do not affect the employee's ability to assume the full responsibility of the job at the regular starting time for the scheduled work shift.
- C. Every Employee reviews this policy and Appendix A on an annual basis and signs the pledge to commit to these Standards of Excellence.
- D. Progressive disciplinary action occurs when employees willfully violate the Standards of Excellence in Behavior in this policy. These standards are not all-inclusive but give examples of conduct expectations.
- E. Every Leadership Team Member is required to review this policy and both Appendices A and B and sign the pledge to commit to these Standards of Excellence during their annual evaluation.
- F. A copy of this policy and Appendix A will be emailed to applicants being considered for an interview by the appropriate hiring manager labeled as Attachment A in the subject line.

III. INTERNAL & EXTERNAL RESEARCH/RESOURCES:

- A. Hardwiring Excellence by Quint Studer
- B. Great Employee Handbook by Quint Studer

- A. PERSONNEL: All ICHD Team Members
- B. EQUIPMENT/SUPPLIES: None
- C. OTHER RESOURCES (FUNDING): Studer Group Membership

IV. COST/BENEFIT IMPACT, IF APPLICABLE:

- A. Benefit is to raise employee & client satisfaction and improve service and quality. No cost is associated with the policy.

V. LEGAL AUTHORITY: N/A

VI. RELATED POLICIES & PROCEDURES WITH SIMILAR CONTENT:

- A. "Workplace Violence Prevention and Response Plan"
- B. Iredell County Personnel Ordinance
- C. Cell Phone Policy
- D. NC Human Resources Personnel Rules

VII. APPROVAL SUPPORT:

Name of Person/Group Approving/Supporting Policy	Date	Name of Person/Group Approving/Supporting Policy	Date
Jane Hinson Health Director	2/24/17	Jane Hinson Health Director	
Susan M. Johnson Director of Nursing & Clinical Services	2/24/17	Susan M. Johnson Director of Nursing & Clinical Services	
Brady Freeman Environmental Health Director	2/24/17	Brady Freeman Environmental Health Director	
Norma K. Rife Director of Public Health Development & Promotion	2/24/17	Norma K. Rife Director of Public Health Development & Promotion	
Bill Griffith Director of Finance & Operations	2/24/17	Bill Griffith Director of Finance & Operations	
Renee Holland Executive Assistant	2/24/17	Renee Holland Executive Assistant	