
DEPARTMENT OF MENTAL HEALTH AND SUBSTANCE ABUSE

POLICY AND PROCEDURE MANUAL

Director's Office – Administration

SUBJECT: Professionalism and Professional Conduct

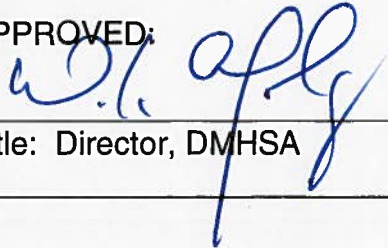
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NEW

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APPROVED:


Title: Director, DMHSA

PURPOSE:

- Professional conduct and professionalism are of critical importance within the Department of Mental Health and Substance Abuse (DMHSA).
- This policy establishes standards of professionalism and professional behavior for DMHSA staff.

POLICY:

All staff at DMHSA are expected to demonstrate high standards of professional behavior at all times. Examples of such behavior include, but are not limited to, the following:

1. Honesty and integrity:
 - a. Act with honesty and integrity in daily affairs and professional relationships.
2. Trustworthiness:
 - a. Demonstrate dependability to carry out responsibilities.
3. Empathy and cultural diversity:
 - a. Differentiate appropriate interpersonal interaction with respect to culture, race, religion, ethnic origin, gender, and sexual orientation.
 - b. Demonstrate regard for differing values and abilities among peers, other health care professionals, and consumers.
4. Communication:
 - a. Communicate effectively and respectfully with staff, consumers, families, and other professionals.
 - b. Demonstrate confidence in actions and communications.
 - c. Formulate written communications with professional content and tone.

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- d. Employees communicate and receive information by way of staff meetings, newsletters, committee meetings, posted flyers, emails and memoranda.
5. Punctuality:
- a. Demonstrate punctuality in professional environments.
 - b. Adhere to established times for appointments and meetings.
 - c. Comply with established verbal and written deadlines.
 - d. Respond to requests (written, verbal, e-mail, telephone) within 24 hours unless stated otherwise.
6. Professional behavior:
- a. Display professional behavior toward staff, consumers and other health professionals in professional settings.
 - b. Show regard for persons in authority.
 - c. Exhibit fitting behavior when representing DMHSA in activities outside of the department and professional meetings.
7. Ethical standards:
- a. Demonstrate high ethical standards related to consumer care and consistent with your discipline's professional ethics codes set forth by professional organizations (e.g. American Psychological Association).
8. Social contracts:
- a. Demonstrate professional interactions with consumers.
 - b. Relate to consumers in a caring and compassionate manner.
 - c. Recognize instances when one's values and motivation are in conflict with those of the consumer and do everything possible to rectify the conflict in a respectful, ethical and professional manner.
 - d. Comply with federal, state, local and department requirements regarding confidentiality of information.

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9. Negotiation, compromise, and conflict resolution:
 - a. Demonstrate abilities of conflict resolution.
 - b. Formulate constructive evaluation of others' performance.
 - c. Display positive attitude when receiving constructive criticism.
 10. Improvement and professional competence:
 - a. Produce quality work in workshops, trainings, and other professional settings.
 - b. Demonstrate a desire to exceed expectations.
 11. Time management and decision-making:
 - a. Utilize time efficiently.
 - b. Demonstrate self-direction in completing tasks.
 - c. Demonstrate accountability for decisions.
- Demonstration of these professional standards is a requirement for all DMHSA staff. Failure to meet these standards will become a supervisory issue.