

## **Unit Order #19-0011 PROFESSIONALISM - CONDUCT TOWARD OTHERS**

**Effective Date: September 19, 2019**

### **PURPOSE OF ORDER:**

The purpose of this order is to set forth policies and procedures that are necessary for the Bureau to operate efficiently and effectively. Following these standards is an essential component in upholding the values and mission of the Department and our Bureau.

### **SCOPE OF ORDER:**

This order applies to all Psychological Services Bureau (PSB) personnel.

### **ORDER:**

PSB services, operations, and staff morale are negatively impacted when professional and collaborative working relationships are not established and maintained. Therefore, all PSB personnel shall conduct themselves in a professional manner at all times with colleagues and clients we serve. If problems arise, each individual shall demonstrate self-awareness, accountability for their contributions to the issue, and a willingness to help resolve disruptive tensions with others using the lowest appropriate level of intervention possible.

In the event that an atypical situation arises, where a PSB employee is claiming misconduct by another employee AND the circumstances indicate the need for a supervisory inquiry or investigation, prompt notification must be made to management by both involved parties. If the interpersonal work issue involves a possible victim (a PSB employee) who is reporting alleged discrimination, harassment, or retaliation, the employee who identifies as a "victim" can make a report directly to the Intake Specialist Unit and/or a manager (any equity related complaint or POE filing can be taken by any Department supervisor/manager, whether or not a part of PSB). At all times during a supervisory inquiry, unit level or IAB/ICIB investigation, employees shall cooperate with the process and follow any and all directives from management and investigators.

PSB employees who have repeated difficulty in working harmoniously or resolving issues with colleagues, managers or other staff members, or have difficulty working professionally with colleagues and/or managers, and/or other staff, may have this performance issue summarized and included in the annual performance evaluation.

PSB managers/supervisors shall take appropriate action to address all violations or deficiencies in following this order, including non-disciplinary corrective action for the involved employee, and/or referring the incident

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for disciplinary action. PSB managers/supervisors are responsible for tracking violations or deficiencies and the corrective action taken for each incident.

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