



COUNTY OF LOS ANGELES DEPARTMENT OF HUMAN RESOURCES

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LISA M. GARRETT
DIRECTOR OF PERSONNEL

December 21, 2017

To: All Department Heads

From: Lisa M. Garrett
Director of Personnel

Subject: **COURTESY AND RESPECT IN THE WORKPLACE
POLICY, PROCEDURE, AND GUIDELINE NO. 809**

Attached is the recently created Countywide Policy, Procedure, and Guideline (PPG) 809, entitled *Courtesy and Respect in the Workplace*. In collaboration with the Chief Executive Office Employee Relations Division and with input from departments, the Department of Human Resources (DHR) developed this policy to promote and foster dignity and professionalism in the workplace for all members of our workforce.

The new policy is intended to support the County's commitment to providing employees a healthy and professional work environment and highlights the value the County places on courtesy and respect in the workplace. The policy provides departments with guidelines on behavior that may constitute abusive conduct and establishes a reporting procedure to help effectively resolve related issues that if not properly addressed can disrupt the workplace and possibly subject the department and County to liability.

Your Departmental Human Resources Manager will receive training on the policy and be provided with a copy of this memorandum for inclusion in your PPG Manual and distribution to the employees in your department. The policy may also be found on the DHR website at <http://dhr.mylacounty.info/>.

Should you have questions, please contact me at (213) 974-2406 or your staff may contact Marisa Lopez, Senior Human Resources Manager, at (213) 351-8945.

LMG:EP:JAWT
ML:DMM:rp

Attachment

c: Chief Deputies
Administrative Deputies
Departmental Human Resources Managers

HRDS\PPG-related\PPGs\PPG 809\LMG Memo to All DHs Re PPG 809 12 21 17

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County of Los Angeles
Department of Human Resources
POLICIES, PROCEDURES AND GUIDELINES

Subject: COURTESY AND RESPECT IN THE WORKPLACE	Policy Number: 809	Pages: 4
	Effective Date: 12/21/2017	
	Approved By: 	

PURPOSE

The County of Los Angeles is committed to providing all employees a healthy, respectful, courteous and safe work environment. This policy is to communicate to all County personnel that any form of abusive conduct in the workplace is unacceptable.

POLICY

The County will not tolerate any form of abusive conduct in the workplace, whether verbal or written (e.g., via e-mail, cyberbullying). This policy applies during work hours, at work-related or sponsored functions, while traveling on work-related business, and to off-duty conduct that adversely impacts or has a job nexus to the workplace. Violation of this policy may result in discipline up to and including discharge.

Abusive conduct in the workplace is different from workplace unlawful harassment, discrimination, retaliation, and inappropriate conduct towards others based on a protected status as defined by the County's Policy of Equity.

GUIDELINES

"Abusive conduct" means conduct of an employee in the workplace with malice, that a reasonable person would find hostile, offensive, and unrelated to an employer's legitimate business interests. Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, epithets, as well as verbal or physical conduct that a reasonable person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance. A single act shall not constitute abusive conduct, unless it is severe and egregious. Abusive conduct is usually carried out by an individual, but can also occur as a result of inappropriate group behavior against one or more individuals.

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Abusive conduct in the workplace can involve misapplication or misuse of authority, which undermines an employee's right to work with dignity and respect. Employees who witness abusive conduct can also have their attitudes and work performance negatively affected. Abusive conduct is unacceptable behavior because it breaches principles of professionalism, respect, and fairness, and it frequently represents an abuse of power or authority.

Mobbing is a particular type of abusive conduct carried out by a group rather than by an individual. Mobbing is the social isolation of a person through collective unjustified accusations, humiliation, general harassment, or emotional abuse.

REPORTING PROCEDURE

Any employee, including supervisors and managers, who feels he or she has been subjected or is witness to abusive conduct or has received a report of abusive conduct, is encouraged to immediately report the incident verbally and/or in writing to:

- His or her supervisor; or
- Any departmental supervisor or manager; or
- The department's human resources division.

Supervisors and managers who receive complaints or reports of abusive conduct in the workplace should immediately report the incident in writing to the department's human resources division.

No employee will be subjected to an adverse employment action for submitting a complaint regarding conduct that potentially violates this policy, or for cooperating in any administrative investigation or otherwise preventing prohibited practices under this policy. The County will take corrective administrative action to prevent retaliation, including the imposition of appropriate discipline to any County employee who engages in retaliation.

RESPONSIBILITIES

Employees:

- Comply with this policy; and
- Report incidents of abusive conduct, either as a victim or a witness, to the supervisor or manager or to the department's human resources division.

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Managers and supervisors:

- Ensure that all employees are aware of the policy against abusive conduct in the workplace and familiar with reporting procedures;
- Monitor the work environment to ensure that any incident of abusive conduct in the workplace is investigated regardless of whether a complaint of abusive conduct has been received;
- Provide leadership and act as a role-model by demonstrating appropriate professional behavior;
- Immediately stop conduct that potentially violates this policy and take immediate administrative action to terminate such conduct; and
- Report incidents of abusive conduct in the workplace to the department’s human resources division.

AUTHORITY

- Countywide Policies, Procedures, and Guidelines (<http://dhr.mylacounty.info/PPG.asp>):
 - PPG 512: Professional Appearance in the Workplace
 - PPG 620: Violence in the Workplace
 - PPG 810: Ordered Absence from Regular Work Location
 - PPG 812: County Policy of Equity
 - PPG 910: Employees’ Cooperation in the Administrative Investigation Process
 - PPG 1040: Countywide Policy and Disciplinary Guidelines on Abuse of Telecommunications Equipment and Services
 - PPG 1041: Countywide Policy and Disciplinary Guidelines on Inappropriate Employee Conduct Toward Members of the Public
 - PPG 1042: Countywide Policy and Disciplinary Guidelines on Inappropriate Employee Conduct of a Sexual Nature Toward or in the Presence of Members of the Public
- County of Los Angeles Employee Handbook
- Countywide Discipline Guidelines

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- Board of Supervisors (BOS) Policy Manual # 6.101
- BOS Policy Manual # 6.104
- BOS Policy Manual # 6.105
- BOS Policy Manual # 9.020
- California Government Code 12950.1(b)

DATE ISSUED/REVIEW DATE

Original Issue Date: 12/21/2017