**EMPLOYEE STANDARDS OF CONDUCT**

(FROM THE DEPARTMENT OPERATIONS MANUAL CHAPTER 2400)

**2400 INTRODUCTION**

The success of any public service organization is dependent upon the ability of its employees to present a professional demeanor and to consistently exercise sound judgment. The proper application of these skills are the means by which the Department of Parks and Recreation will successfully achieve its primary mission.

The purpose of this chapter is to ensure that employees of the Department of Parks and Recreation provide for effective and efficient operation of the State Park System and Off Highway Motor Vehicle Recreation Division, (OHMVR) and to promote better understanding between park personnel and the public they serve.

The experiences of many Department of Parks and Recreation employees, as well as those of other public service agencies, have contributed to the standards established in this chapter. Drawing from these experiences will help to avoid the reoccurrence of past mistakes.

**2410 PROFESSIONAL ATTITUDE**

Standards of conduct concerning professional attitude are as follows:

A. Department of Parks and Recreation has an obligation to maintain its highly regarded professional image. In doing so, we must consider that a profession is an occupational group that is guided by these basic principles:

1. Constant attention to the improvement of self-discipline, recognizing that the individual must be the master of himself/herself if he/she is to serve others well.

2. Public Service is the highest priority.

B. All employees are expected to communicate professional information and assist allied agencies when requested. An employee shall not convey any information that is confidential to any other agency or person without authorization. Any information provided to the media concerning Department policy/procedure shall be cleared by the District Superintendent/Section Manager or his/her designated representative prior to its release.

C. Personal financial distress may impair an employee's effectiveness and even discredit the Department and employees should avoid incurring any financial obligations which may do so.

D. Oral communication requires constant attention by employees when speaking to the public. Personnel should avoid mannerisms, gestures, or actions, that tend to distract the person to whom they are talking. Such actions also detract from the image we are trying to project.

E. Employees, while on duty, should avoid expressing a personal opinion to the public on controversial matters. If a personal opinion is given, it must be made clear that it is strictly a personal opinion and not necessarily the Department's position.

F. A dishonest act by a single employee may cast doubt upon the integrity of all State personnel and impair public confidence in the Department. Employees are expected to be fully honest in any action they take while on duty.

G. No employee shall report to duty while under the influence of intoxicants or illegal drugs. On-duty employees shall not use or be under the influence of alcohol to any extent that would impede the employee’s ability to perform his/her duties safely and effectively.

H. Employees' uniforms shall be clean, pressed, and fitted properly. Uniforms shall be worn only on duty or when officially representing the Department.

I. Employees are to serve the public in a fair, impartial manner, and must avoid any activity which might compromise their authority. An employee shall not accept any work-related gratuity or favor, nor shall an employee engage in an incompatible activity as described in DAM, Chapter 0200, Personnel.

J. All lawful orders of a supervisor shall be promptly obeyed. If the employee does not understand the order, a request for clarification should be made, but he/she shall not argue the merits of the order.

K. Each employee is judged by his/her effort and quality of performance, and each supervisor is judged by the collective performance of subordinates. Supervisors will continuously monitor the performance of their employees and take the action necessary to maintain performance at the highest possible level.

L. The District Superintendent is responsible for all activities within the District. Constant effort shall be directed toward achievement of Department goals and fulfillment of the mission.