

# FOR FAMILIES, VISITORS, AND PATIENTS

## Code of Conduct

SAFE

CARING

INCLUSIVE

Sheltering Arms Institute is committed to providing high-quality healthcare and building healthy and thriving communities in a safe and friendly environment. Many healthcare systems across the country have similar codes of conduct.



### LANGUAGE AND ACTIONS NOT TOLERATED

(WRITTEN OR ORAL) INCLUDE, BUT ARE NOT LIMITED TO:

- Derogatory or offensive remarks about race, color, accent/language, national origin, ethnicity, religion, sex, gender, gender identity or expression, genetic information, sexual orientation, age, disability, veteran/active military status, immigration status, or other personal traits
- Requests or demands for a clinical or other staff member based on the above characteristics
- Physical or verbal threats and assaults
- Yelling or swearing
- Possessing firearms and/or weapons of any kind
- Sexual or vulgar words or actions
- Spitting, throwing objects, or other violent behaviors
- Possession and/or use of non-prescribed drugs, drug paraphernalia, or alcoholic beverages
- Smoking, use of tobacco, or use of electronic cigarettes
- Recording, videoing, or photographing staff without their consent
- Refusal to follow policies, guidelines, or staff instructions
- Disrupting another patient's care or experience
- Family/visitor refusal to follow staff requests related to the need to provide direct patient care
- Unwanted communication with a clinician or other staff member not related to patient care

**If you witness or are the target of any of these behaviors, please report your concerns to:**

Inpatient concerns:

Call the House Supervisor: **(804) 584-5406**

Outpatient concerns:

Call the Quality Department: **(804) 764-5290**

### THOSE IN VIOLATION OF THE CODE OF CONDUCT:

**If we believe that you have violated the code of conduct, you will be given the opportunity to explain your point of view. We will always carefully consider your response before making a decision about future care at any of our facilities.**

- If you are a patient at our hospital, you may be discharged and you may not be able to receive care in the future at Sheltering Arms Institute (SAI) or Sheltering Arms Corporation (SAC).
- If you are a patient at one of our outpatient clinics, your therapy session may be concluded, you may be asked to leave the premises, and you may not be able to receive care in the future at SAI or SAC.
- If you are a family member or visitor, you may be asked to leave the premises and future visitation may be restricted.
- If circumstances warrant, law enforcement may be notified.