

FOR MEMBERS, CLIENTS, FAMILIES, AND VISITORS Code of Conduct



SAFE

CARING

INCLUSIVE

Sheltering Arms Corporation (SAC) is committed to providing high quality healthcare and building healthy and thriving communities. Everyone should expect a safe, caring, and inclusive environment in all our spaces.

Our Member, Client, Family, and Visitor Code of Conduct helps us to meet this goal. This Code of Conduct is intended to maintain a safe and caring environment for all members, clients, staff, families, and visitors. Many healthcare systems across the country have similar codes of conduct. Words or actions (oral or written) that are disrespectful, racist, discriminatory, disruptive, hostile, or harassing are not welcome.

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

- 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 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 member's or client's care or experience
- Family/visitor refusal to follow staff requests related to member or client services
- Unwanted communication with a team member not related to member or client services

If we believe you have violated the Code, you will be given the opportunity to explain your point of view. We will always carefully consider your response before we make decisions about future services at Sheltering Arms Institute (SAI) or SAC.

- If you are member, SAC reserves the right to implement disciplinary action, including membership suspension or termination.
- If you are a client, your session may be concluded, you may be asked to leave the premises, and you may not be able to receive services 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.

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

**SAC Quality Department:
(804) 764-5290**