



Patient, Family, Visitor Code of Conduct

Our Code of Conduct is intended to maintain a safe and caring environment for all patients, staff, and family at VNAH.

Promoting Safety and Security

- All weapons and pets must be secured
- No photography and audio/video recording
- No smoking/vaping while VNAH staff is present in your home

Communicating and Acting in a Respectful Manner

The following are not acceptable behaviors: discriminatory, disruptive, disrespectful or harassing behaviors, or language (oral or written) including, but 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, or immigration status
- Requests or demands for a clinical or other staff member based on the above characteristics
- Yelling or swearing

- Verbal threats or threatening gestures
- Spitting, throwing objects, or other violent behaviors
- Any physical or attempted assault
- Sexual or vulgar remarks or behaviors
- Disrupting another patient's care or experience
- Family/visitor refusal to follow VNAH staff requests related to the need to provide direct patient care
- Unwanted communication with VNAH staff not related to clinical care

Code of Conduct Violations

Any violations of above will result in the following:

- If you are a patient, you may not be able to receive care in the future from VNAH
- If you are a family member or visitor, you will be asked to leave the premises while VNAH staff is caring for the patient

If you are a patient, family member, or visitor and are the target of any of these behaviors, please report your concerns to a staff member.

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**COOLEY DICKINSON
VNA & HOSPICE**
MASSACHUSETTS GENERAL HOSPITAL AFFILIATE