



## **CODE OF CONDUCT**

***For Patients, Accompanying Family Members and Visitors***

### **At Valley, Courtesy, Kindness, and Respect Matter**

Valley Health System is committed to delivering high-quality care and service in a safe environment. During your time with us, we expect everyone to exhibit courtesy, kindness, and respect toward all members of our staff.

We firmly support our staff members and urge them to report any instances of disrespectful behavior. Any form of misconduct toward a Valley employee will not be tolerated, and may result in serious consequences, including the redirection of non-emergent care and the potential termination of the patient-physician relationship.

#### Examples of unacceptable behavior include:

- Making comments about race, religion, gender, sexual orientation, or other personal traits
- Engaging in physical or verbal threats, attempting to assault, or behaving disruptively
- Taking unauthorized photos/videos of others
- Using sexually explicit or vulgar language or behavior
- Disrupting another patient's care or experience
- Bringing any type of weapon into any Valley Health System facility

#### **Our Pledge to You**

As we request your proper behavior, we also commit to maintaining a respectful environment, and we Thank You for entrusting your care to us.

***It is a crime to assault a health care professional, any volunteer working for a health care professional or working at a health care facility, any supportive services staff member working for a health care professional or working at a health care facility, or any employee of a health care professional or a health care facility while the health care professional, volunteer, supportive services staff member, or employee is performing official duties. Any person who assaults a health care professional, volunteer, supportive services staff member, or employee in violation of this prohibition shall be subject to a fine, imprisonment, or both under the New Jersey Code of Criminal Justice, N.J.S.2C:1-1 et seq.***