Indiana Hospital Association members shall consider the below principles that promote a safe and respectful environment for inclusion into their organization’s code of conduct policies/procedures.

1. **Promotion of a Safe and Respectful Environment**
   - Acknowledgement that the hospital can be a stressful place
   - Explanation that a safe and respectful environment results in better care for all patients
   - Understanding that some behaviors are a result of a medical condition and/or diminished mental capacity and potential consequences listed below may not be applicable

2. **Communication of Behavioral Expectations**
   - Consideration for behavioral expectations may include (but not limited to):
     - Use of respectful language and maintaining volume appropriate for indoors
     - Be considerate to the privacy and confidentiality of all patients
     - Leave equipment and supplies alone
     - Keep weapons and firearms outside of the hospital facility
     - Refrain from physical interaction or touching of staff or others
   - Examples of behaviors that violate these expectations may include (but are not limited to):
     - Verbal Actions: Purposeful threatening, discriminatory, bullying, disrespectful, or offensive language towards staff, patients, and visitors
     - Physical Actions: Purposeful aggressive, abusive, or violent behaviors towards staff, patients, and visitors
     - Interference with hospital operations: Any destruction of hospital property/equipment or trespassing into unauthorized areas
     - Disruption of other patients’ care or experience: Taking photos or videos of patients, visitors, and/or staff without permission (includes posting those photos/videos on social media platforms)
     - Possession of weapons or firearms

3. **Communication of Potential Consequences for Behavioral Violations**
   - Consideration for potential consequences may include (but not limited to):
     - Violations to be addressed by hospital staff per the organization’s policies and procedures
     - Review of patient’s care plan with potential discontinuation of non-emergent services (e.g., EMTALA mandates to treat those patients that come through our emergency departments)
     - Develop a safety plan for patients who have violated the hospital’s code of conduct
     - Report of violations to the appropriate authorities
     - Request and/or escort off the premises
4. Direct Patients, Visitors, and Staff to Support the Code of Conduct
   - Patients shall alert members of their care team if they observe or are a victim of behaviors or actions that violate the Code of Conduct.
   - Retaliation of a code of conduct violation is prohibited.
   - Staff shall report all observed or experienced violations of the Code of Conduct to the appropriate individual or office of the organization.