

# STATEWIDE PATIENT and FAMILY CODE OF CONDUCT POLICY

**Exceptional patient care requires a safe, supportive, inclusive, equitable and respectful environment that involves a commitment by patients, hospital staff, families, and visitors to maintain such an environment.**

Behavior that interferes with the delivery of healthcare or creates an unsafe and disrespectful environment is unacceptable.

Connecticut hospitals and health systems will not tolerate actions that intentionally disrupt any healthcare environment, including inpatient, outpatient, office-based, and home care settings. Such actions include:

- Aggressive or violent behavior, such as physical assaults, threats (verbal and non-verbal), or abusive language
- Discriminatory language
- Language or actions that may be perceived as sexual harassment
- The possession of weapons of any kind in hospital or health system facilities

The safety of patients and staff are a top priority of Connecticut hospitals. Behavior that jeopardizes their safety may result in potential consequences, including being asked to leave the facility.

This policy was developed at the direction of the Connecticut Hospital Association (CHA) Workforce Sustainability Task Force by the Workplace Violence Prevention Work Group. It was approved by the CHA Board of Trustees on October 4, 2023.



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