

COMMUNITY CODE OF CONDUCT

AT BERKSHIRE HEALTH SYSTEMS

Berkshire Health Systems (BHS) is committed to advancing health and wellness for everyone in our community. BHS joins many health systems across the nation in adopting a Community Code of Conduct, which will help us to create welcoming, inclusive, and personalized care environments that are safe and healing for all patients, visitors, providers, clinicians, nurses, and staff.

We expect all people (including staff, patients, volunteers, vendors, and guests) to be respectful and courteous. Words or actions that are disrespectful, racist, discriminatory, hostile, or harassing are not welcome at BHS. Examples include:

- Violence, foul language, threatening, or abusive behavior toward staff, patients, or visitors
- Physical, verbal, or sexual assault/abuse of any kind
- Offensive comments about others' race, accent, religion, gender, sexual orientation, or other personal traits
- Refusal to see a clinician or other staff member based on personal traits. However, BHS will consider concerns about clinical assignments and accommodate if protected under patients' rights
- Disrupting another patient's care or experience
- Possession of weapons or firearms
- Taking unauthorized photos or videos of patients, visitors, and/or staff

Any person who witnesses the above behaviors is encouraged to notify a member of BHS staff, who will take action to assist and promote a safe, healing environment for all.

If we believe that any person has violated this Code of Conduct, that person will be given the chance to explain their point of view. We will carefully consider their response before we make any decisions. The following potential outcomes could occur:

- Patients who violate the Code of Conduct may be asked to continue their care plan elsewhere and their future ability to obtain non-emergency care at the facility may require review. However, **WE WILL ALWAYS CARE FOR ANY PATIENT IN AN EMERGENCY, REGARDLESS OF PAST CONDUCT.**
- Any visitor who violates the code of conduct may be asked to leave and future visits may be restricted.
- BHS may report violations of personal conduct to appropriate authorities, such as law enforcement.
- Other actions as appropriate to ensure the safety and security of patients, staff, and visitors.

Thank you for helping to create a welcoming, inclusive, and personalized environment at BHS. If you have any questions about this Code of Conduct, please contact us at DEIOffice@bhs1.org.

