



Notice of Code of Conduct: Patient Rights and Responsibilities

The City of Mesa is proud of our Health and Wellness Center and the convenient access employees and their dependents have to quality healthcare services.

We consider you a partner in your healthcare. When you are well informed, participate in treatment decisions, and communicate openly with your provider and other health professionals, you help make your care effective. The City of Mesa Health & Wellness Center encourages respect for the personal preferences and values of each individual. The foundation of these rights are patient respect, dignity, and compassion.

At the City of Mesa Health & Wellness Center, we expect our patients and visitors to:

- Be respectful of our medical providers and other health professionals;
- Be respectful of our equipment and facility; and
- Maintain a safe and nurturing environment for all.

In our efforts to continually improve our services and patient care, and to ensure a safe and healthy environment for the Health & Wellness Center patients, staff, and other visitors, the City and its third-party vendor, Onsite Care, Inc., have collaborated in the development of a Code of Conduct. The Code of Conduct helps to ensure that all of our actions and behaviors are consistent with the safe and healthy environment we seek to provide.

Please read the Code of Conduct presented with this Notice. The Code is also available on the Wellness Center’s website at www.mesahealthandwellness.com/wellness-center.

All individuals will be held accountable for actions and behaviors inconsistent with the Code of Conduct. Violations may result in immediate, and possibly permanent, removal from the Center, at the discretion of Center staff. Employee violations may also results in disciplinary action.

Thank you for your ongoing and steadfast support of our Health & Wellness Center, as this valuable benefit continues to improve and change the lives of City of Mesa employees and their dependents!

I have read, understand and agree to comply with the City of Mesa Health & Wellness Center Code of Conduct.

Print Name of Patient: _____

Name of Patient Guardian (if applicable): _____

Signature of Patient or Patient Guardian: _____

Date: _____

Wellness Center Code of Conduct

All Wellness Center patients and visitors, including, but not limited to employees and their dependents, are expected to exhibit appropriate behavior and refrain from behavior that is disruptive, threatening, violent or otherwise inappropriate.

Disruptive behavior is behavior that interferes with the functioning and flow of Wellness Center business and hinders or prevents staff from carrying out their responsibilities. Examples include, but are not limited to: yelling, using profanity, waving arms or fists, verbal abuse, and refusing reasonable requests.

Threatening behavior includes, but is not limited to, physical actions that fall short of actual contact (e.g. moving aggressively towards someone), general or specific verbal or written threats to harm people or property (whether in person or via phone calls, letters, voicemail, email, or social media), and implied threats.

Violent behavior includes any physical assault with or without use of a weapon, and any behavior that a reasonable person would perceive as violent behavior (e.g. throwing things, pounding on a counter or table, destroying property etc.).

The following behaviors are specifically prohibited:

- Physical assaults
- Throwing objects
- Verbal or written threats to harm staff or other individuals or destroy property
- Intentionally damaging equipment or property
- Attempting to intimidate or harass staff or other individuals
- Making harassing, offensive, derogatory or intimidating statements
- Use of profanity towards staff or other individuals
- Any conduct in, violation of state, federal or local law

The Wellness Center is a great benefit to City of Mesa employees and their dependents. However, it is a privilege that is not to be abused. Employees are advised that conduct by themselves or their dependents that violates the Wellness Center Code of Conduct is grounds for immediate removal from the Wellness Center and may result in permanent removal. Employees are also advised that engaging in any conduct that would be in violation of City personnel rules or management policies may result in discipline, up to and including termination of employment.