

## **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 toward 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 assault
- 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 toward 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.