

Wayspring staff has a professional responsibility to be familiar with the standards of ethical and professional conduct, expected by peers and the community. The staff follows a Code of Conduct where all employees will behave in a courteous and professional manner while maintaining the levels of service and care with which the Company and members/patients expect.

In return, Wayspring requests all patients and visitors help make each interaction safe and courteous by following a patient Code of Conduct. We request that members/patients, families, and friends treat staff and others with dignity and respect. We will not accept:

- Swearing at staff
- Shouting or offensive remarks
- Verbal or physical threats
- Racist, derogatory, or discriminatory language
- Sexual harassment, including jokes, or remarks
- Acting in a manner that is likely to cause harassment, alarm, or distress to others
- Inappropriate physical contact
- Inappropriate media use, including offensive phone calls or text messages
- Damaging or stealing property
- Behaviors that are against state and federal law

Wayspring aims to be a safe and healthy space for everyone, wherever we operate. We comply with all applicable health, safety, and legal legislation and treat members and patients with dignity and respect. Employees are responsible for following Wayspring policies and procedures, this includes reporting any violence, bullying, or intimidating, abusive, or threatening behavior of any kind.

Members/Patients/Families who do not abide by the above 'Code of Conduct,' are subject to:

- Dismissal from services.
- Transition to an alternate caseload or staff member.

If a member/patient is dismissed for violating the Code of Conduct and is receiving services from the Clinic, the appropriate care will be provided including a thirty-day (30) bridge script, where appropriate, and offered coordination of care to connect the patient with alternative services.

Wayspring staff abides by a Code of Conduct. Members can expect that all employees will abide by the following.

- The Company follows an anti-discrimination policy, our staff will treat patients with respect, courtesy, politeness, and understanding, always. No patient, new or existing, will be refused access to care from a Wayspring staff member based on their sex, age, religion, ethnicity, sexual preference, or medical condition.
- We accommodate individuals with disabilities and provide reasonable accommodation to qualified individuals to allow them to participate fully in our services.
- We value respect and behaving in such a way that does not offend, intimidate, degrade, insult, or humiliate others.

Patients/members that experience inappropriate contact or interactions with an employee are encouraged to make a complaint and request a formal review occur.