Cleveland Clinic

Advancing 21st Century Skills
OFFICE OF CIVIC EDUCATION INITIATIVES

# Cleveland Clinic Office of Civic Education Initiatives
# Student Code of Conduct

**PURPOSE:** To create a respectful work environment that promotes the delivery of the highest level of care through teamwork, quality, and service. Civility in the workplace is based on courtesy, politeness, manners, and respect.

**RESPONSIBLE PERSONS:** All students in Cleveland Clinic Office of Civic Education Initiatives (OCEI) programs will demonstrate the following key values and standards of behavior at all times.

**CONTENT:**

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| **Integrity** | • Be on time<br>• Be honest<br>• Follow all Cleveland Clinic policies and procedures<br>• Adhere to the Cleveland Clinic dress code (**NO** tee shirts, midriffs, halters, tank, tube, or sheer tops, jeans, shorts, sweats, Capri-style pants, bare legs, or open-toed shoes (sandals, flip-flops, etc.); **ALL** shirts are to be tucked in) Please see complete dress code policy sent to you for more specific details.<br>• Follow HIPAA guidelines<br>• Be sensitive to and respectful of cultural differences<br>• Speak positive about Cleveland Clinic<br>• Adhere to schedules and deadlines |
| **Accountability & Responsibility** | • Follow all safety procedures and rules<br>• Always do your best work<br>• Ask questions, especially if you do not understand<br>• Be productive<br>• Stay on task to meet goals<br>• Use time wisely |
| **Communicate Effectively** | • Listen attentively to mentors and employees<br>• Introduce yourself to Cleveland Clinic team members<br>• Give help to others<br>• Ask for assistance<br>• Accept constructive criticism and praise |
| **Mutual Respect** | • Assist patients, families and visitors<br>• Use manners (say please and thank you)<br>• Speak kindly of others<br>• Smile and greet mentors and employees<br>• Adhere to guidelines regarding electronic devices (**NO** cell phones, blackberries, i-pods, pagers, personal laptops, video games, etc.) |
| **Implementation** | • It is the expectation of all students participating in OCEI programs to abide by this policy<br>• Mentors and OCEI employees will communicate and enforce compliance with this code of conduct |
| **Consequences** | • Failure to comply may result in termination from OCEI programs |

**STUDENT AGREEMENT** – I will abide by the OCEI Student Code of Conduct for the duration of the program. I understand that any violation of the Student Code of Conduct may result in termination from this program.

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Student Signature | Student Name (Please print) | Date

_____

Parent/Guardian Signature (if under 18) | Parent/Guardian Name (Please print) | Date

_____ I am over 18 and am able to sign for myself