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:

Integrity	• Be on time • Be honest • Follow all Cleveland Clinic policies and procedures • 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. • Follow HIPAA guidelines • Be sensitive to and respectful of cultural differences • Speak positive about Cleveland Clinic • Adhere to schedules and deadlines • Adhere to Cleveland Clinic Social Media Policy (i.e. Facebook, Twitter, YouTube etc.)
Confidentiality	• Follow all Cleveland Clinic policies, procedures and compliance guidelines related to information privacy and security • Follow HIPAA guidelines for patient and non-patient data • Use only Cleveland Clinic encrypted computers and encrypted thumb drives to store all internship research data and project files ***Please note: You may be personally liable for up to $50,000 for loss of protected patient health information (PHI) (verbal/written/electronic), and possibly face imprisonment.***
Accountability & Responsibility	• Follow all safety procedures and rules • Always do your best work • Ask questions, especially if you do not understand • Be productive • Stay on task to meet goals • Use time wisely
Communicate Effectively	• Listen attentively to mentors and employees • Introduce yourself to Cleveland Clinic team members • Give help to others • Ask for assistance • Accept constructive criticism and praise
Mutual Respect	• Assist patients, families and visitors • Use manners (say please and thank you) • Speak kindly of others • Smile and greet mentors and employees • 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 • 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