

## Code of Conduct

To provide a safe and healthy environment for patients and their families, visitors to our Centre and our Staff, we expect that you agree to the IHCH Code of Conduct:

- By registering as a patient at the IHCH, I agree to familiarise myself with and agree to the IHCH policies, terms and conditions located on the IHCH website: [www.ihch.nl](http://www.ihch.nl)
- I agree to respect the rights and safety of other patients and staff
- I understand that verbal and physical abuse towards our staff will not be tolerated. This includes abuse of a harassing and offensive nature, whether in person, via telephone, letters, voicemail, email or in any other form
- I agree not to swear or to make any hurtful or harmful remarks or gestures associated with, but not limited to race, culture, language or sexuality
- I agree not to intentionally damage any equipment or property
- I understand that the IHCH is not liable for the loss, damage or theft of any person's property
- All parents and guardians agree to adequately supervise any children in their care
- All persons at our Centre agree to act responsibly and with respect
- I agree not to smoke nor to be under the influence of alcohol and/or drugs whilst on IHCH premises
- I agree not to bring any pets onto IHCH premises, with the exception of a seeing-eye dog
- I understand that any person behaving in an inappropriate manner may be turned away from the IHCH and may also be deregistered from our Centre
- The IHCH reserve the right to call the police, as necessary