



## THE UPSTATE PLEDGE: A CODE OF CONDUCT AND MUTUAL RESPECT

Expected and acceptable communications/behaviors include but are not limited to:

- Holding yourself and others accountable to our mission, vision and values.
- Interacting with others in a considerate, patient and courteous manner.
- Promoting equality and acceptance of people from diverse backgrounds.
- Demonstrating a caring and positive attitude: smile, greet and acknowledge others, make eye contact, say please and thank you. Give recognition and praise.
- Respecting confidentiality and privacy at all times.
- Providing a secure, clean and safe environment for patients and fellow staff.
- Working together by promoting cooperation, participation and sharing of ideas and information to promote team success. Foster open and honest communication.
- Actively listening to the perspective of others and seek to resolve conflicts promptly. Apologizing when mistakes are made or misunderstandings have occurred.
- Utilizing proper channels to express dissatisfaction with policies and administrative or supervisory actions and without fear of retaliation.
- Being honest and truthful at all times.
- Being knowledgeable with and following applicable policies and procedures (e.g., Customer Service Standards, Workplace Violence Policy, Student Code of Conduct, Infection Control, etc.).

Note: The Upstate Pledge: A Code of Conduct and Mutual Respect can be found on the Upstate Medical University iPage at [http://www.upstate.edu/intra/policy/pdf/CAMP\\_A-18.pdf](http://www.upstate.edu/intra/policy/pdf/CAMP_A-18.pdf)

Employee     Non-Employee     Nursing Service     MedBest     Student

I have read, understand, and I agree to comply with and practice the Upstate Pledge.

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Signature

Date

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Print Name

Employee ID