

THE UPSTATE CODE OF CONDUCT:

Expected and acceptable behavior fosters mutual respect. This includes, but is 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.).

The mission of SUNY Upstate Medical University is to improve the health of the communities we serve through education, biomedical research and health care.

We
Are Upstate
Drive Innovation & Discovery
Respect People
Serve Our Community
Value Integrity

UPSTATE
MEDICAL UNIVERSITY