

**Mahatma Gandhi Vidyamandir's
Karmaveer Bhausaheb Hiray
Dental College And Hospital
Nasik, Maharashtra,
India - 422002**



CODE OF CONDUCT
HANDBOOK

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CHAPTER 1

CODE OF CONDUCT FOR STUDENTS

Broad Principles:

- Be honest and impartial in serving patients, the public, the institution and the profession.
- Strive to increase personal competence and the esteem in which the profession is held.
- Use knowledge and skill to improve the health and well-being of patients and the public.
- Respect the dignity, professional status of, and professional relationships with their fellow students, faculty, staff and other health care providers.

Responsibilities:

1. Responsibility to Patient

A. Service

- **Life, Health and Well-Being:** The primary concern is the life, general health and well-being of the patient. It is the responsibility of the student to provide patients with the highest quality of care in a timely manner, acknowledging the constraints presented by the patient and the resources of the faculty.
- **Appropriate and Pain-free Oral Function:** It is the responsibility of the student to plan treatments that deal with the specific nature of dental health for each individual patient with regards to variables such as the patient's age, general health, underlying anatomy, and compliance with oral hygiene. This responsibility is dependent on the patient's cooperation, interest and commitment to the receipt of treatment.
- **Patient Autonomy:** The patient has the right to choose, on the basis of adequate information, from alternative treatment plans that meet professional standards of care. The treatment plan may or may not be the preference of the student or the supervising

faculty. The student's role is to provide information in an effort to help the patient choose a treatment plan.

- **Dignity:** Dental students value and advocate the dignity and self-respect of patients. Students relate to all patients receiving care, as person's worthy of respect and endeavor in all their actions to preserve and demonstrate respect for each individual.
- **Fairness:** A dental student shall not exclude, as patients, members of society on the basis of discrimination with respect to factors such as race, ethnicity, culture, spiritual beliefs, social or marital status, gender, sexual orientation, age, health status, lifestyle or the physical attributes of the patient.
- **Accountability:** Dental students conduct themselves with honesty and integrity. Students practice within their own level of competence. They seek additional information or knowledge; seek the help, and/or supervision and help, of an instructor when aspects of the care required are beyond their level of competence.

B. Competency

- Students must keep knowledge current and strive for new knowledge.

C. Confidentiality

- Patient information acquired in the practice of dentistry shall be kept in strict confidence, except as required by law.

D. Treatment According to an Approved and Accepted Plan

- Provision of treatment as discussed and agreed upon by student, clinic instructor and patient.

E. Provision of Information

- A dental student is obligated to provide to patients an honest comment and opinion of their oral health.

F. Proper Management of Records

- A dental student must maintain accurate and comprehensive records of medical and dental histories, clinical findings, diagnoses, treatment plans, and treatments of each

patient. Such records or reports of clinical information must be released to the patient, or to whomever the patient directs, when requested by the patient.

- When there is a transfer of patient care to another student or dentist, the original student practitioner must ensure that a copy of the patient's record is readily available to the new practitioner.
- The student must not falsify written or electronic documents including student or patient records in any manner such as changing previous entries, making false entries, or forging signatures, with the intent to defraud, injure or deceive another.
- The dental student must not misuse written or electronic documents, including patient records, by unauthorized removal of such documents from their location of instruction or storage, or unauthorized use or dissemination of personal or private information in such documents.
- Student must always remove their shoes and keep properly on rack/space designated for keeping shoes before going to Principal cabin.

2. Responsibility to Public

A. Policy on Representation

- Students shall not represent their education, qualifications or competence in any way that would be false or misleading.

B. Community and University Activities

- Dental students are encouraged to support and participate in community and university affairs, particularly when these activities promote the health and well being of the public.
- Students are encouraged to educate the public in the promotion of oral health.

3. Policy on Illegal Drugs

- The unlawful possession, use, or distribution of illicit drugs or alcohol by any student or employee on university property or as part of or in connection with any university activity is prohibited.

Following rules have to be followed by the students–

A. College Leave Policy

i. As per the DCI/University norms minimum attendance every year is mandatory for BDS students (theory as well as for practical/clinical classes) and for MDS students to be eligible to appear in University Professional Examinations. Any student failing to confirm to this eligibility criterion will not be allowed to appear in the University Exam and parents will desist from pressing upon the college authorities to complete the attendance unlawfully. Therefore, parents are requested to keep track of the leave record of their wards to avoid any disappointment at a later time. *Note: leeway for theory and practical includes all type of sick or emergency leaves).*

ii. There will be three Internal Assessment Examinations during each academic year for every class (I, II, III & IV BDS) and at least one for MDS. As per DCI norms, it is mandatory to score 50% marks separately in theory & practical/clinical to be eligible to appear in annual university examination. Any student failing to adhere to this rule will not be allowed to appear in the university examination.

iii. Any student failing in more than one subject will not be promoted to next class as per the Dental Council of India norms. However, it is mandatory for them to attend classes/clinics again with the successor batch before they are allowed to appear in examination on the basis of attendance criteria.

iv. Leave for going home on working days should be forwarded through HOD to the Principal/Vice Principal only. Leave will be sanctioned only on receiving a signed request letter submitted by the parent / guardian (in case if the parents are not alive) in person or via post / email from a registered email id. In case of an emergency the request may be made by the parents telephonically from the registered phone number only but a signed letter must be submitted when the inmate returns to the hostel. Otherwise leave will not be sanctioned under any circumstances.

v. Leave applications should be submitted to the concerned authorities at least three days in advance. Otherwise the leave application will not be considered.

vi. No permission will be granted for night stay outside the hostel including at Local Guardian's house.

vii. All parents / guardians are supposed to register at least one telephone / mobile number and one email id with the college office at the time of admission. All requests for leaves must be made through these numbers / email id only. It will be the responsibility of the student /

parent / guardian to update any changes in the registered telephone number / email id/address for correspondence.

B. Proper dress code should be followed on all college days

- i.* All students must come to college in neat, clean and descent dressing. All students are required to wear Apron during college hours during regular academic session whether in college or going to medicine/surgery practical in outside hospitals.
- ii.* Casual wear including denims (Jeans), T-shirts, sports shoes, floaters, etc. are strictly prohibited during college hours.

C. Ragging

- i.* Ragging of juniors by the seniors is a punishable offence as per the Supreme Court ruling. Any incidence of ragging of fresher by the seniors causing mental and physical agony will be severely punished on a written complaint by the student.
- ii.* The college has constituted a Disciplinary Committee / Anti Ragging Committee which is responsible to control / prevent ragging.
- iii.* Senior faculty members of Disciplinary committee will be on rotational duty as an anti ragging squad which will conduct raids / surprise visits to check ragging.
- iv.* Students are liable to be punished when found guilty by the disciplinary committee depending upon the nature and severity of the ragging or any other activity of indiscipline. The punishment can be financial, suspension, or rustication from the institute. FIR may also be lodged against students indulging in ragging.

All Students and hostel inmates should abide by the above instructions carefully. Any body found violating the rules is liable for fine and necessary actions.

CHAPTER 2

CODE OF CONDUCT FOR TEACHERS

1. Every Teacher shall discharge his/her duties efficiently and diligently to match with the academic standards and performance norms laid down by the College Management from time to time.
2. Every Teacher shall update his/her knowledge and skills to equip himself/herself professionally for the proper discharge of duties assigned to him/her.
3. Every Teacher shall conduct himself/herself with absolute dignity and decorum in his/her dealing with the superiors, colleagues and students every time.
4. No teacher shall absent himself/herself from duties at any time without prior permission from higher-ups.
5. No teacher shall accept any honorary or other assignment given to him/her by any external agency without the prior permission of the College Management.
6. No teacher shall associate with any political party or take part in any other organizational actively, which is not inline with the duties and ethics of the teaching profession.
7. No teacher shall attempt to bring any political or outside pressure on his/her superior authorities in respect of service matters.
8. No teacher shall participate in any strike or demonstration and /or indulge in any criticism of College Management policy or of the Government for any reason whatsoever.
9. No teacher shall act in any manner that violates the norms of decency or morality in his/her conduct or behaviour inside and outside the College Campus.
10. No teacher shall incite, provoke or instigate any students or any other member of the staff into any form of action against the College Management, or that seeks to disrupt the academic activities of the College.
11. No teacher shall by act or deed degrade, harass or insult any other person for any reason whatsoever or act in a manner unbecoming of the teaching profession.

12. Every teacher in the service of the College shall at all the time strive for academic excellence in the discharge of his/her duties and conduct himself/herself in the manner of a perfect role model for others to emulate.
13. The College Management may, however, at its sole discretion provide an opportunity to the teaching staff for presenting his/her case through a personal hearing before taking a final decision. The decision of the College Management will be final and binding and will not be subject to any appeal to any individual or forum.

CHAPTER 3

CODE OF CONDUCT FOR ACADEMIC AND ADMINISTRATIVE STAFF

DISCRIMINATION:

Our college will be stronger and more successful by honoring the diversity of people and ideas. Employment discrimination against anyone on any unlawful basis such as gender, gender identity, race, religion, color, national origin, ancestry, sexual orientation, age, medical condition, physical or mental disability, pregnancy or marital status, veteran status, or family leave status is prohibited.

Workplace Harassment and Violence:

Harassment or violence in the workplace is prohibited. Some forms of harassment, such as sexual harassment, are illegal, as well as against company policy. Whether overt or subtle, harassment is forbidden and will not be tolerated. Reporting harassment and violence in the workplace is critical in helping college deal with the situation properly.

Some forms of harassment include: Employee Code of Conduct (rev.2015)

- Unwelcome sexual advances, requests for sexual favours, suggestive comments, inappropriate physical contact, and any other unwelcome verbal or physical conduct of a sexual nature.
- Derogatory comments, jokes, insults, threats, slurs, and other unwelcome actions based on race, ethnicity, religion, or any other protected category noted under "Discrimination" above.
- Verbal or physical threats or acts of violence.

Fitness for Duty:

Our college is committed to a drug- and alcohol-free work environment. Any employee who uses, manufactures, possesses, distributes or makes arrangements to sell, purchase, or distribute illegal drugs or controlled substances while on company premises, engaged in company business (including all work hours and meal breaks), is in violation of this policy. It also is a violation for any employee to use or possess an open container of alcohol on company premises or to be impaired by alcohol while performing job-related duties.

For safety reasons, it is important that employees take appropriate care in using even prescription drugs or medication while performing their duties. Employees also should not report for work if they are too impaired, fatigued, or ill to perform their duties safely.

Fair Dealing

We always should treat those with whom we work or do business fairly, honestly, and straightforwardly. Fairness is at the heart of our value of Respect. Fairness and respect also mean that we do not retaliate against anyone for raising an issue or reporting a potential violation in good faith.

ETHICS

It is important that all employees of this college,

- Perform their work with honesty, integrity, objectivity and responsibility;
- Act with a high level of professional care, avoiding any real or apparent conflicts of interest;
- Act in good faith without misrepresenting facts or allowing their independent judgment to be compromised;
- Accept responsibility for all actions;
- Observe the law and make disclosures expected by the law;
- Not knowingly be a party to any illegal activity or engage in acts that are discreditable to our college;
- Comply with all our policies and procedures;
- Proactively promote ethical behavior amongst peers, in the work environment, and the community;
- Exercise responsible use and control over all institutes assets and resources.

GRATUITIES AND “KICKBACKS”

We must maintain the highest standards of integrity and objectivity in dealing with current or former vendors, consultants, brokers and service providers. Our staff members shall not use their position to secure special privileges for themselves or their close relatives (see definition below under “Nepotism”). We are prohibited from accepting or giving gifts or gratuities beyond common business courtesies of nominal value. Gifts or items of value must never be offered to or accepted from government employees. Under no circumstances will we accept or give kickbacks when obtaining or awarding contracts, services, referrals, goods, or business. A kickback means to willfully offer, receive, request or pay anything of value, even nominal value, in order to induce or reward referrals of business including goods or services.

CONFIDENTIALITY –PROTECTING INFORMATION/PRIVACY

Each employee must protect the integrity of institutes confidential information at all times. Every employee working with this institute’s information holds a position of trust and must take reasonable steps to ensure that private information will not intentionally or inadvertently be divulged. Confidential information also includes protected health information (PHI) about our members, including names, addresses, and dates of birth, claims histories, medical records, and other types of patient data. Every employee should follow this strictly as for not to remove any official record of report (or copy) from the office where it is kept except in performance of regular duties or with prior approval.

CHAPTER 4

CODE OF CONDUCT FOR PRINCIPAL

Commitment to Students

- The principal should make the well-being and success of students the fundamental value in all decision-making and actions.
- The principal should protect the civil and human rights of all students, and support the principle of due process.
- The principal should ensure that students have access to varying points of view and should not deliberately suppress or distort subject matter relevant to student progress.
- The principal should make reasonable efforts to protect students from conditions harmful to learning or health and safety, and should not intentionally expose students to embarrassment or disparagement.
- The principal should not use professional relationships with students for private advantage.
- The principal should maintain confidentiality of information about students obtained in the course of professional service, unless disclosure is required by law.

Commitment to the Profession

- The principal should fulfill professional responsibilities with honesty and integrity.
- The principal should not make false statements or fail to disclose material facts related to competency and qualifications when applying for a professional position.
- The principal should not assist any person known to be unqualified in entering the profession.
- The principal should not disclose confidential information about colleagues obtained in the course of professional service, unless disclosure serves a compelling professional purpose or is required by law.
- The principal should not knowingly make false or malicious statements about a colleague.
- The principal should not accept any gratuity, gift, or favor that might impair or appear to influence professional decisions or action.

Compliance with Laws and Regulations

- The principal should obey local, state, and federal laws.
- The principal should implement the governing board's policies and administrative rules and regulations.
- The principal should pursue appropriate measures to correct laws, policies, and regulations that are not consistent with sound educational goals.

By adhering to this code of ethics, college principals can demonstrate their commitment to the well-being of students, the integrity of the profession, and the upholding of relevant laws and regulations.

CHAPTER 5

CODE OF CONDUCT FOR SUPPORT STAFF

Since support staff members are frequently the first people that patients and guests encounter with, it is crucial that they follow certain standards of behaviour.

The support staff may make a big difference in the college's moral and ethical culture by adhering to this code of conduct.

1. Respect the designated working hours and arrive at work on time. Inform supervisors ahead of time if you expect to be absent or late.
2. Respect, civility, and equity should be extended to every individual, irrespective of their origins, roles, or standing within the establishment.
3. Preserve private information about staff, students, and the organisation. Don't divulge private information without the appropriate authority.
4. Annual, medical, and casual leaves should all be disclosed, and the department should make appropriate substitute plans. Obtaining permission from the principal's office is necessary.
5. Make sure your workstation is tidy, orderly, and suitable for working productively.
6. Observe shared areas and equipment, making sure they are used and maintained properly.
7. Participate and carry out the tasks assigned by the relevant departments.
8. Exhibit flexibility and a readiness to take charge when carrying out your duties, making a positive impact on the institution's overall operation.
9. Full participation in conferences, seminars, and symposiums held by management, the principal, and other departments.
10. Put students' and coworkers' safety and wellbeing first, as well as their own.
11. Provide a safe working and learning environment, adhere to health and safety regulations.

12. Keep up a professional appearance and follow the dress code guidelines established by the organisation to make sure your clothing is appropriate for the medical and educational settings.

13. Effectively collaborate with coworkers and other College community members to promote unity and teamwork.

CHAPTER 6

CODE OF CONDUCT FOR PATIENTS AND VISITORS

MGV's KBH Dental College and Hospital is committed to providing high-quality care to our patients and communities in a safe and respectful environment that supports health and healing.

To ensure our hospitals and care locations are safe, caring, and inclusive, we ask that patients and visitors follow the Visitor Code of Conduct, which includes the following:

- Everyone will be treated with kindness, dignity, and respect.
- Offensive comments about race, religion, gender, sexual orientation, or personal traits are not acceptable, and neither is the refusal to see a clinician or associate based on these traits.
- All patients and visitors will use respectful, appropriate language and behavior.
- Physical or verbal threats or assaults, suggestive or explicit words, phrases, gestures, or actions will not be tolerated.
- All patients and visitors will respect patient privacy and avoid disrupting other patients' care or experiences.
- All patients and visitors must obtain the consent of everyone involved for any photographing or video/audio recording within all hospitals and patient care locations.
- Possession of firearms or any weapon.
- Throwing objects and/or destroying property is legally offensible.
- Yelling, using profanity, or other actions that disrupt the care and treatment of our patients is to be strictly avoided.
- Using or being under the influence of drugs or alcohol (with the exception of those patients requesting or undergoing treatment).

If you witness or are the target of any of these behaviors, please report it to a member of your care team. Instances of inappropriate behaviors or workplace violence will be evaluated by management and will be reported to law enforcement, as necessary.

If the guidelines are not followed:

- Patients may be asked to leave and make other plans for their non-emergent immediate care, and for severe violations, future non-emergency care.
- In cases of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at our hospital.
- Visitors may be asked to leave and could be restricted from future visitation.

Every day, our providers, nurses, and associates are committed to providing the highest levels of care to our patients. Please show them the respect they deserve and that you expect as a patient or visitor.

CHAPTER 7

DUTIES OF DENTAL PRACTITIONERS TO THEIR PATIENTS

Obligations to Patients

Though a Dental Surgeon is not bound to treat each and every person asking his services, he should attend emergencies reporting to the clinic and should be mindful of the high character of his/her mission and the responsibility he discharges in the course of his professional duties. The Dental Surgeon should see patients at their hour of appointment as far as possible unless he is unable to do so due to unforeseen delays. He should never forget that the health and the lives of those entrusted to his care depend on his skill and attention. A Dental Surgeon should endeavour to add to the comfort of the sick by making his visits at the hour indicated to the patients. A Dental surgeon advising a patient to seek service of another Dental Surgeon or physician is acceptable. However, in the case of medical emergency a Dental Surgeon must institute standard care including resuscitation in case of cardiac episodes, for which all dental surgeons must be adequately trained in basic life support.

A Dental Surgeon can refuse treatment using his discretion but it should not be on the basis of any discrimination of colour, caste, religion, nationality or the presence of ailments such as HIV or other contagious diseases. However, in keeping with the dictum of medical care, the dental surgeon must 'continue to treat' if he/ she has accepted the patient for treatment. Treatment can be terminated on the wishes of the patient or with the resolution of the complaint for which the patient sought treatment. Treatment can also be terminated if the patient is in need of additional or expert care for which the Dental surgeon is not equipped to treat or if it falls outside the range of his expertise. In such instances, the patient should be referred to such specialists or higher centres where treatment is possible.

·A Dental Practitioner having any incapacity detrimental to the patient or which can affect his performance vis-a-vis the patient is not permitted to practice his profession.

Confidentiality:

Confidences concerning individual or domestic life entrusted by patients to a Dental Surgeon and defects in the disposition or character of patients observed during professionally attending

to a patient should never be revealed unless such a revelation is required by the laws of the State. Sometimes, however, a clinician must determine whether his duty to society requires him to employ knowledge, obtained through confidence as a health care provider to protect a healthy person against a communicable disease to which he is about to be exposed. In such instance, the Dental Surgeon should act as he would wish another to act toward one of his own family in like circumstances.

Prognosis:

The Dental Surgeon should neither exaggerate nor minimize the gravity of a patient's disease. He should ensure himself that the patient, his relatives or his responsible friends have such knowledge of the patient's condition as will serve the best interests of the patient and the family.

The Patient must not be neglected:

A Dental surgeon is free to choose whom he will serve. He should, however, respond to any request for his assistance in an emergency. Once having undertaken a case, the Dental Surgeon should not neglect the patient, nor should he withdraw from the case without giving adequate notice to the patient and his family. He shall not wilfully commit an act of negligence that may deprive his patient or patients from necessary Dental/Medical care.

CHAPTER 8

DUTIES OF DENTAL SURGEONS TO THE PUBLIC AND TO THE PARAMEDICAL PROFESSION

Dental Surgeons as Citizens:

Dental Surgeons, as good citizens, possessed of special training should disseminate advice on public health issues. They should play their part in enforcing the laws of the community and in sustaining the institutions that advance the interests of humanity. They should particularly co-operate with the authorities in the administration of sanitary/public health laws and regulations.

Public and Community Health:

Dental Surgeons, especially those engaged in public health dentistry, should enlighten the public concerning oral health and prevention of oral diseases such as dental caries, periodontal health, pre-cancerous lesions and oral cancer. At all times the dental surgeons should notify the constituted public health authorities or hospitals of every case of communicable disease under his care, in accordance with the laws, rules and regulations of the health authorities.

Pharmacists / Nurses:

Dental Surgeons should recognize and promote the practice of different paramedical services such as Dental Hygienist, Dental Mechanic, Pharmacy and Nursing as professions and should seek their cooperation wherever required.

Code of Conduct Against Tobacco Industry: (WHO FCTC article 5.3)

1. Interaction (if any) with the tobacco industry shall be conducted transparently as per the guidelines of WHO FCTC article 5.3.
2. No person shall directly or indirectly accept, support or endorse any partnership with and contribution from tobacco industry. In case of any existing partnership, agreement or collaboration with the tobacco industry, should be discontinued at the earliest.

3. Officials shall ensure that no person employed by the tobacco industry or any entity working to further its interests and no persons shall accept payment, gifts or services, monetary or in kind, from the tobacco industry.
4. If any violation of the code of conduct is observed, the same shall be brought to the notice to the principal immediately.

CHAPTER 9

DRESS CODE POLICY

Policy elements

These dress code rules always apply:

- All employees must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.
- All clothes must be work- appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed except during sports events or events outlined by HR Dept.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.
- Employees must avoid clothes with stamps/pins/stickers that are offensive or inappropriate.
- Wearing a clean mask during the Covid 19 pandemic period is compulsory and the mask is to be worn always except while eating or drinking tea/ water. The mask should not be dirty or torn.

- **Employees who are required to wear a uniform**

Employees who are required to wear a uniform must ensure that they do so during working hours. Unless advised otherwise by the HR Dept. Uniforms must always be clean and ironed and worn in a presentable fashion. The uniforms issued must not be altered in any way without the Trust's permission.

Employees who meet with parents or represent the Trust to members of the public must present a positive image of the Group. In this regard, acceptable attire is Uniform/ smart business wear i.e. suit/ safari suit/ or smart jacket and trousers/saree. Shirts and blouses are expected to be ironed. Male employees must also wear a tie.

Where uniforms are issued by the Trust, they remain the property of the Trust. Employees must take responsibility to ensure that good care is taken of them, and return any uniforms issued on the termination of employment.

- **Employees who are required to wear protective clothing and equipment**

Employees who occupy roles that require protective/safety clothing or footwear are obliged to wear this clothing while carrying out their duties as required by law or by the Trust's rules.

In addition, any employee keep his/her hair either short or tied back and only wear minimal make-up. Wearing nail varnish is not permitted. These rules are in place for safety/hygiene reasons. Apron is compulsory for all the teaching staff.

- **Certain items that are not permitted at work are:**

- Items of denim clothing, coloured jeans
- Dirty/ frayed/ torn uniform/clothing
- Loose bell bottom type pants or Palazzo Salwar
- Tight fitting dresses
- Shorts
- Hoodies (Unless as part of a uniform)
- Sports clothing, for example tracksuits and sports shirts except for events where specifically mentioned
- Slippers/ High Heels / Flip-flops/ Sandals- These are not permitted in Trust office or in classrooms, except in cases of injury to your body, in which case you must take prior medical permission from your supervisor.
- Clothing that displays slogans or symbols especially those that could cause offence
- Jewellery and make-up- keep them simple. Excessive amount of jewellery and/or make-up distract. They are not suited for the classroom/ any of the Trust functioning.
- Clothing or jewellery that could present a health and safety risk. Big ornaments like big ear rings or big nose rings are to be avoided during office hours.
- Tattoos are to be kept covered during working hours.

CHAPTER 10

VIOLATION OF CODE OF CONDUCT

Students are liable to be punished when found guilty by the disciplinary committee depending upon the nature and severity of the ragging or any other activity of indiscipline. The punishment can be financial, suspension, or rustication from the institute. FIR may also be lodged against students indulging in ragging. All Students and hostel inmates should abide by the above instructions carefully. Any body found violating the rules is liable for fine and necessary actions.

If patients and/or visitors witness or are the target of any of these behaviors, they need to report it to a member of your care team. Instances of inappropriate behaviors or workplace violence will be evaluated by management and will be reported to law enforcement, as necessary. If the guidelines in the code for patients and visitors are not followed:

- Patients may be asked to leave and make other plans for their non-emergent immediate care, and for severe violations, future non-emergency care.
- In cases of non-compliance, patients will have an opportunity to explain their perspective, which will be considered prior to any decisions regarding future care at our hospital.
- Visitors may be asked to leave and could be restricted from future visitation.

Any employee who disregards the rules will be subject to disciplinary action; it is anticipated, however, that minor breaches of the policy will be dealt with as informally as possible once in a month. In serious cases, where an employee's appearance is, in the Trust's view, unacceptable, the employee will be required to return home to change. In these circumstances, the employee will not be paid for the duration of his/her absence from work.

Employees may face more severe consequences up to and including termination, if:

- Their appearance causes irreparable damage, like loss of image in front of parents
- They repeatedly violate the dress code of the Trust.

Code of Conduct Against Tobacco Industry: (WHO FCTC article 5.3)

1. Interaction (if any) with the tobacco industry shall be conducted transparently as per the guidelines of WHO FCTC article 5.3.
2. No person shall directly or indirectly accept, support or endorse any partnership with and contribution from tobacco industry. In case of any existing partnership, agreement or collaboration with the tobacco industry, should be discontinued at the earliest.
3. Officials shall ensure that no person employed by the tobacco industry or any entity working to further its interests and no persons shall accept payment, gifts or services, monetary or in kind, from the tobacco industry.
4. If any violation of the code of conduct is observed, the same shall be brought to the notice to the principal immediately.

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