

Standards of Conduct

Regardless of your position at Nationwide Children's, your behavior is especially important as a representative of the hospital. To the public, you are Nationwide Children's. Your appearance and your behavior with our patients/families, the public and other volunteers will influence their opinion of the hospital. Volunteers have an obligation to act in ways that merit the trust, confidence and respect of other volunteer organizations, patients, vendors, external organizations and the general public. All are expected to refrain from conduct or communication which may damage the good will, brand, or business reputation of Nationwide Children's. Your behavior is to conform to the Nationwide Children's Standards of Conduct, which includes the Nationwide Children's Hospital's Mission, Vision and Value statements. To view the Standards of Conduct, which is a component of the Corporate Integrity Program, please visit the NCH website at: <http://www.nationwidechildrens.org/supplier-application>.

Examples of appropriate conduct include, but are not limited to the following:

- Comply with all applicable federal, state and local laws; comply with all hospital and volunteer policies
- Avoid using any volunteer position to leverage personal benefit or gain
- Be truthful and professional in organizational communication.
- Avoid discriminatory behavior and practices
- Maintain confidentiality of patient and other confidential information
- Treat with respect the individual religious beliefs and customs of patients, parents, volunteers and staff
- Disclose to the appropriate individual any direct or indirect financial or personal interests that pose potential conflicts of interests
- Avoid threatening or abusive conduct towards fellow members and hospital/Foundation staff
- Avoid behavior which may be construed or perceived as being unprofessional or disorderly, including profanity, threatening or any other inappropriate language in verbal or written form, including the use of e-mail or social media
- Refrain from making malicious or false statements
- Do not accept gifts or benefits of material value offered with the expectation of influencing patient care or management decisions
- Avoid unethical or illegal behavior, which is harmful to patients, the hospital and others
- Exhibit kindness, respect, integrity and courtesy in all interactions

Examples of behaviors that violate the Standards of Conduct include but are not limited to the following:

- Physical, verbal abuse or harassment (in any form) of patients, fellow members, families, event guests, and Foundation or Hospital Staff (including the use of foul language).
- Inappropriate criticism of Nationwide Children's Hospital, Nationwide Children's Hospital Foundation, other auxiliary group, or a hospital affiliated organization expressed publicly (in a chart, in a letter, in a report, verbally in a public place, or in an email or other electronic communication including social media).
- Violating a patient's privacy.

Reporting Concerns

Volunteers are required to follow the Nationwide Children's Hospital's Standards of Conduct while interacting with fellow volunteers, NCH employees, patients, and/or the organization's stakeholders (e.g., donors). All volunteers are expected to conduct themselves in a responsible, ethical and lawful manner. If a volunteer is aware of a violation of a law, NCH policy or the Standards of Conduct, the volunteer must report the violation to their Foundation Representative. Volunteers may also use the NCH Hotline to report suspected violations. NCH Hotline: 1-877-267-1935 or via the Website at <https://nationwidechildrens.alertline.com>.

Reporting Steps:

- First, contact your direct Foundation Representative, the Foundation representative will determine who else should be contacted (president of the auxiliary if needed)
- Second, if you have raised an issue and it's not getting proper attention or remains unresolved, relay your concerns to the Foundation Representatives again, checking on the progress
- If assistance is still needed, or if you are uncomfortable taking the above steps, call the Hotline
- You may also report concerns directly to the NCH Corporate Compliance Office at 614-355-0400 or Corporatecomplianceoffice@nationwidechildrens.org.

Non-Retaliation Policy

No disciplinary action or other form of retaliation shall be taken against any volunteer who, in good faith, reports an issue, problem, concern or violation to management, human resources, or the Corporate Compliance Office.

Disciplinary Action

Nationwide Children's Hospital Foundation reserves the right to reassign or dismiss volunteers when such action is in the best interest of the volunteer, auxiliary organization and/or the hospital/Foundation.

Reasons for dismissal include, but are not limited to:

- Inappropriate use of confidential information
- Sporadic attendance
- Misconduct or insubordination
- Volunteering under the influence of alcohol or controlled substances
- Theft of property or misuse of equipment or materials
- Mistreatment of patients, members, event guests, hospital and foundation staff or others
- Failure to abide by Nationwide Children's Hospital policies
- Failure to satisfactorily perform assigned duties
- Possession of a firearm on the hospital campus