



House **rules** and code of conduct



Together we can ensure that
Ciro is and remains a pleasant
place to stay!

Afra,
lung patient
and **specialist**
of her own
life



House rules and code of conduct

We think it's important that everyone feels comfortable at **Ciro**. We create a pleasant environment together. That's why it's necessary to agree on clear rules with each other. Rules that apply to patients, visitors and staff members. We have listed our house rules on the following pages and divided them into patients/visitors and staff members.

Perfume and flowers/plants

It is not permissible to use/wear perfume, hairspray, aftershave or other substances that may provoke symptoms in (lung) patients. Bringing flowers and plants for patients is also not permissible for this reason.

Pets

Pets are not allowed inside Ciro. Special assistance dogs are an exception to the pets admission policy.

Smoking

Smoking is prohibited on all Ciro premises.

Drugs and alcohol**Drugs**

Possessing, being under the influence of, using and providing the opportunity to use drugs (both hard drugs and soft drugs) is not permitted at Ciro. An exception to this rule is the use of medicinal cannabis oil/weed oil in some cases after approval by the doctor.

Alcohol

You are not allowed to bring your own alcohol. Consumption of alcohol is only permitted if offered by Ciro.

Treats

At Ciro, we think healthy food is important. That's why we only offer healthy treats. We want to prevent some patients from being tempted. If you wish to bring treats, please consult the dietetics department.

At Ciro, we think healthy food is important. That's why we encourage the distribution of healthy treats. The dietetics department has a list of suggestions for healthy treats.

Aggression, intimidation, bullying and theft

Verbal threats and/or intimidating language, both in person and online (e.g. via social media), physical threats, provocative behaviour, bullying, groping, stalking, vandalism, theft and pulling on clothing will not be tolerated under any circumstances.

Physical contact

Our practitioners will only have physical contact with patients in the context of providing assistance. If a patient feels that they are being treated unjustly in private, the first step is to address the practitioner or contact our complaints officer.

We expect patients to respect the applicable rule of conduct for our staff members, as described in the right-hand column, regarding entering into an intimate relationship.

Practitioners will only have physical contact with patients in the context of providing assistance. All staff members shall refrain from contacts of a sexual nature with patients during the patient's stay at Ciro and during treatment. Verbal or physical intimacies between staff members and patients are not permitted, during the patient's stay at Ciro or one of the alliance partners, during treatment and for three months after termination of the treatment agreement. This also applies if the patient insists on it. If patients come back (possibly after a period of time) to a treatment relationship with Ciro, employees who have entered into an intimate relationship with a patient outside the framework of the Health and Youth Care Inspectorate must report this.

The guidelines that we follow and that apply are found in the brochure '*Het mag niet, het mag nooit*', published by the Health and Youth Care Inspectorate.

Respect

Respect is paramount at Ciro. This means that discrimination is not accepted and that others are accepted as they are. We listen to and engage in a conversation with each other. The language of communication is Dutch unless both parties wish to speak a dialect, for example.

Privacy

Many patients stay at Ciro for an extended period of time. We will do everything we can to respect everyone's privacy. We have drawn up guidelines for this (see '*10 gouden privacyregels voor medewerkers*'). We ask patients to respect the personal space/privacy of fellow patients.

A deal is a deal

Doing what we promise, that's what we stand for. For patients, this means that the best possible result is achieved when they participate in all components included in the treatment programme. We also expect that the terms of treatment, as discussed and agreed before treatment starts, are adhered to.

Privacy

Staff will do everything possible to respect patients' privacy and will follow the '*10 gouden privacyregels voor medewerkers*'. We treat all data and conversations as confidential.

We like to address patients formally.

A deal is a deal

Doing what we promise, that's what we stand for.

Video and audio recordings

If a patient/visitor wishes to make video and audio recordings for private purposes, permission must always be sought first from those involved. This also applies to taking pictures with a mobile phone.

The making of video and audio recordings intended for disclosure may only take place with the express permission of the Communications Department.

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If a patient is recognisable in the picture, written permission must be given by the person concerned. A copy should be handed over to the Communications Department for archiving.

A staff member will always seek verbal consent from a patient if they take a photo of, for example, a skin condition in order to monitor its progress. We ensure that the patient is unrecognisable in the picture.

Camera surveillance

In order to guard property and maintain general safety and order, there is camera surveillance in and around Ciro's premises. The camera surveillance complies with privacy legislation.

Professionalism

Gratuities

We prefer that you tell employees about your satisfaction, rather than expressing it in the form of a gratuity.

Acting professionally and following procedures is important to maintain a high quality of services. This also means daring to call others to account for (undesirable) behaviour and reflecting on one's own actions. Feedback between staff members is not given in front of patients.

Looking for solutions and operating as a team in order to develop quality standards are essential for Ciro.

Professional distance

The establishment of new online friendships or connections on social media between patients and staff members is not permitted during treatment and for three months after termination of the treatment.

Gratuities

At Ciro, a reticent policy applies when it comes to accepting gratuities.

Communication

Telephone/smartphone

During treatments, the use of telephones/smartphones is not allowed unless a good reason has been given in advance.

Exchanging information

Ciro supports open (online) dialogue and the exchange and sharing of knowledge as long as the information is not confidential and does not harm Giro. Staff members may not post texts, images or videos that could embarrass Giro.

Leaving the premises

If your medical condition allows, you can leave Giro's premises for special occasions. Always discuss this with the nurse, preferably well in advance. Always sign out before you leave. This is necessary for operational safety.

In conclusion

We hope that a visit or stay at Giro is to your satisfaction. Our house rules can contribute to this. The house rules apply to patients, visitors and our staff members. We ask patients and visitors to follow instructions from Giro staff members at all times. Ignoring or violating (house) rules can lead to a warning, dismissal or even denial of access to Giro.

Depending on the offence, it may be reported to the police. In all cases, the costs incurred are recovered from the offender.

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