

## **Code of Kindness**

*For Patients, Parents, and Visitors*

At **Carrboro Pediatrics and Internal Medicine**, we are committed to providing a safe, respectful, and welcoming environment for our patients, families, and staff.

To help us care for everyone, we ask that all visitors treat others with kindness and respect.

The following behaviors will **not be tolerated** and may result in removal from the office and possible dismissal from the practice:

- Profanity, harassment, threats, or intimidating language or gestures
- Disrespectful or abusive communication in person, by phone, electronically, or online
- Social media posts intended to harass or disparage the practice or staff instead of addressing concerns with our office
- Possession of weapons on the premises (except authorized law enforcement)
- Physical violence or threats of harm
- Being under the influence of drugs or alcohol while in the office
- Theft or intentional damage to property or equipment
- Falsifying documentation or records
- Discriminatory, racist, or derogatory remarks
- Requests that would require our staff to act illegally or unethically

Parents and accompanying adults supervise children **AT ALL TIMES** while in the office.

If you experience or witness concerning behavior, please notify a staff member.

**Thank you for helping us maintain a safe and respectful environment for everyone.**