

# Zero Tolerance

## **Zero Tolerance Policy**

Cross Keys Pediatrics is committed to providing a safe, secure and respectful environment for all patients and staff.

Words or actions that make others feel threatened or demeaned will not be tolerated and decisive action will be taken to protect patients and staff.

## **Disruptive Behaviour:**

Cross Keys Pediatrics considers the use of inappropriate words, actions or inactions as disruptive behaviour.

## **Inappropriate Actions/Inactions:**

- Violence (physical attacks or threats of harm)
- Intimidation
- Throwing, damaging property or breaking things
- Unwelcomed physical contact
- Refusing to leave the property

## **Inappropriate Words (in person, by phone or any means of communication)**

- Abusive language and yelling
- Disrespectful or demeaning language/comments
- Remarks, jokes or innuendos that degrade, ridicule or offend
- Discriminatory remarks
- Threats or threatening behaviour
- Bullying
- Sexual harassment

**Immediate action will be taken when incidents above occur.**

**Individual(s) will be asked to leave, the police may be called and the individual(s) will be dismissed from our practice permanently.**