

ZERO TOLERANCE POLICY

Trafalgar Medical Clinic 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:

Trafalgar Medical Clinic 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
- Failure to observe TMC policies and/or contracts
- 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 described above occur.

Depending on the situation: Phone conversations may be ended, individual(s) may be asked to leave, the police may be called and/or the individual(s) may face dismissal from our practice.