Zero Tolerance Policy: Respectful Environment in Our Family Practice

Introduction

Our family practice is committed to providing a safe, respectful, and therapeutic environment for all patients, staff, and visitors. We believe that everyone has the right to be treated with dignity and without fear of abuse, harassment, or aggression. To ensure this, we operate a strict Zero Tolerance Policy towards any form of unacceptable behaviour.

This policy aligns with our commitment to patient care and the safety and well-being of our dedicated staff, in accordance with best practices and relevant regulations in British Columbia.

Policy Statement

Our practice has a zero-tolerance approach to any behaviour that is abusive, aggressive, discriminatory, or disruptive. Such behaviour will not be tolerated under any circumstances and may result in immediate and decisive action, including dismissal from the practice and/or involvement of law enforcement.

Unacceptable Behaviours

The following behaviours are considered unacceptable and will not be tolerated. This list is not exhaustive:

- **Verbal Abuse:** Shouting, yelling, swearing, making threats, derogatory remarks, or using offensive language towards staff, other patients, or visitors.
- **Physical Aggression:** Any act of violence, intimidation, or threat of physical harm towards anyone on the premises, including pushing, shoving, hitting, or throwing objects.
- **Discrimination:** Any behaviour or language that is discriminatory based on race, ethnicity, religion, gender, sexual orientation, disability, age, or any other protected characteristic.
- **Sexual Harassment:** Any unwelcome sexual advances, requests for sexual favours, or other verbal or physical conduct of a sexual nature.
- **Intimidation/Threats:** Any behaviour designed to frighten, coerce, or put someone in fear, including implied threats of violence or harm.
- **Disruptive Behaviour:** Causing excessive noise, damaging property, refusing to follow reasonable instructions, or behaving in a way that significantly interferes with the operations of the practice or the comfort of others.
- **Misuse of Drugs/Alcohol:** Being under the influence of illegal drugs or excessive alcohol on the premises.

- **Chronic Non-Compliance/Disregard for Policy:** Repeatedly failing to adhere to practice policies (e.g., appointment cancellation policies, medication protocols) after clear communication and warnings.

Consequences of Unacceptable Behaviour

Any individual exhibiting unacceptable behaviour will face immediate consequences, which may include, but are not limited to:

1. **Verbal Warning:** For minor infractions, a clear verbal warning may be issued by a staff member.
2. **Request to Leave:** The individual may be immediately asked to leave the premises.
3. **Refusal of Service:** The practice reserves the right to refuse or discontinue services to any patient who violates this policy, provided that arrangements are made for continuity of urgent care or transition to another provider, in accordance with professional guidelines.
4. **Reporting to Authorities:** In cases of violence, threats, or illegal activities, the incident will be reported to the appropriate law enforcement authorities (e.g., RCMP or municipal police).
5. **Formal Dismissal from Practice:** For serious or repeated violations, the patient may be formally dismissed from the practice, meaning they will no longer be able to receive care from our physicians or staff. This decision will be made by the lead physician or practice management.

Reporting Incidents

All incidents of unacceptable behaviour should be reported immediately to the practice manager or the attending physician. All reports will be taken seriously and investigated promptly and discreetly.

Our Commitment

We are committed to upholding this policy consistently and fairly to ensure a safe and respectful environment for everyone. We thank you for your understanding and cooperation in maintaining a positive atmosphere within our family practice.

This policy is subject to review and amendment as necessary. Last updated: June 5, 2025