

POLICY AND PROCEDURE	
Subject: Zero Tolerance Policy	Category: Health & Safety
Date Approved: June 28, 2022	Date Revised:
Author: Clinic Manager	Reviewing Body: MHC Physicians
Specific to: All Staff	Next Review Date: June 28, 2024

DATE(S) REVISED/REVIEWED SUMMARY

Version	Date	Comments/Changes
1.0	June 28, 2022	Initial Policy

PURPOSE

The Mapleton Health Centre is committed to providing a safe, secure, and respectful environment for all patients and staff.

POLICY

There is absolutely **zero tolerance** for any conduct that causes any individual to feel at genuine risk of harm. In all such situations, the offending individual will be asked to immediately leave the premises and if a patient, they will be immediately discharged from the practice with no option of returning in the future.

In circumstances where there is physical contact without consent (e.g. grabbing, spitting, pushing), a police report will generally be filed to ensure appropriate records are maintained.

All Other Unacceptable Conduct

The Mapleton Health Centre zero-tolerance policy extends to all other conduct which can be considered unacceptable in nature. The Mapleton Health Centre strives to treat individuals with respect and professionalism in all interactions and expects and requires the same in return. This includes conduct whether in person, by phone, in writing, or by voicemail.

Exemplary conduct which is unacceptable includes:

- Violence
- Intimidation
- Throwing or damaging property
- Inappropriate words
- Abusive language



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- Disrespectful or demeaning language or conduct
- Discriminatory remarks
- Threats or threatening behavior
- Bullying

11 Andrews Dr. W
Drayton, ON N0G 1P0
P: (519)638-3088
F: (519)638-3982
E: admin@mapletonhc.ca

In limited extenuating circumstances, Mapleton Health Centre may exercise discretion to excuse a single lapse in judgement. If a patient has been referred to this policy in such circumstances, they should consider themselves warned that their recent conduct was considered inappropriate and unacceptable. No further warnings will be given – any further abusive conduct on your part will be grounds for immediate discharge from Mapleton Health Centre as a patient.



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Zero Tolerance Policy

Employee/Patient/Visitor Acknowledgment

I, _____, acknowledge that I have read and understand the Zero Tolerance Policy of the Mapleton Health Centre. I agree to adhere to this policy.

Name: _____

Signature: _____

Date: _____

Witness: _____