

# Zero Tolerance Policy

In order to maintain a collaborative and healthy environment between clients and our team members, we will be implementing a 'Zero Tolerance Policy' that ensures cohesiveness within our Practice at Calm Gardens Therapy.

With regards to the safety and treatment of our team members, the Practice supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that facilities and their team members have a right to care for others without fear of being attacked or abused.

Our Practice takes it very seriously if a team member (including but not limited to Providers, billing, office management, etc.) of Calm Gardens Therapy [referred herein as 'the Practice'] is treated in an abusive or violent way. We have the right to refuse services to clients for a multitude of reasons including, but not limited to, the abuse/mistreatment of our team members at the Practice, non-payment of services rendered, etc. To successfully provide these services, a mutual respect between all the team members and clients has to be in place.

Our team members aim to be polite, helpful, and sensitive to all clients' individual needs and circumstances. They would respectfully remind clients that very often team members could be confronted with a multitude of varying and sometimes difficult tasks and situations, all at the same time. The team members understand that clients in crisis do not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint. However, aggressive behavior, be it violent, abusive, and/or intimidating will not be tolerated and may result in the client being removed from the Practice list and, in extreme cases, the Police being contacted. For the practice to maintain good relations with its clients and others associated with the client(s), the Practice would like to ask all its clients and guardians/parents of clients to read and take note of the occasional types of behavior that would be found unacceptable. These behaviors include and are not limited to:

- Using foul language or swearing at practice providers/workers
- Any physical violence towards any member of the Primary Health Care Team or other patients, such as pushing or shoving
- Verbal abuse towards the providers/workers in any form, including verbally insulting the providers/workers
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to providers/workers will not be accepted. Requests will be met wherever possible, and explanations are given when they cannot
- Threats and or intimidation, whether verbal, face-to-face, online, over the telephone, via email, text, and/or ANY other mode of communication
- Causing damage/stealing from the Practice's premises, staff, or patients
- Obtaining drugs and/or medical services fraudulently

## **Definition of Physical and Verbal Abuse and Violence:**

Physical and verbal abuse includes:

- Unreasonable and/or offensive remarks or behavior / rude gestures/innuendoes
- Sexual and racial harassment

- Threatening behavior (with or without a weapon)
- Actual physical assault (whether or not it results in actual injury) includes being pushed or shoved as well as being hit, punched, or attacked with a weapon or being intentionally struck with bodily fluids or excrement.
- Attacks on partners, members of the team, or the public
- Discrimination of any kind
- Damage to an employee's or employer's property

**The Practice supports the Zero-Tolerance stance adopted by the NHS.** The HSE (Health and Safety Executive) defines work-related violence as: *"Any incident in which a person is abused, threatened or assaulted in circumstances relating to their work"*. Violence and aggression towards a person may also be defined as: *"Physical contact with another person which may or may not result in pain or injury. The contact is uninvited and is an attempt to cause harm, injury or to intimidate. Non-physical aggression includes the use of language which causes offense or threatens the safety of a team member of the Practice"*.

**Removal From The Practice List,** The removal of client(s) from our list, is an exceptional and rare event and is a last resort in an impaired client-practice relationship. We value and respect good client-provider relationships based on mutual respect and trust. When trust has irretrievably been broken down, the Practice will consider all factors before removing a client from their list and communicate to them that it is in the client's best interest that they should find a new Practice. An exception to this is in the case of immediate removal on the grounds of violence, e.g., when the Police are involved. We ask you to treat your providers and others at our Practice courteously at all times.

By signing below, I am acknowledging that I have read and understand what is expected of me and my behaviors during my interactions with team members of the Practice.

\_\_\_\_\_  
Client Printed Name

\_\_\_\_\_  
Client/Parent Guardian Signature

\_\_\_\_\_  
Date