

Zero Tolerance Policy

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Leaside Village Medical is committed to providing a **safe, secure and respectful environment** for all patients and staff.

We have zero tolerance for aggressive, abusive, or inappropriate behavior at Leaside Village Medical.

Disruptive Behavior:

Leaside Village Medical considers the use of inappropriate words, actions or inactions as disruptive behavior.

Inappropriate Actions

- Violence (physical attacks or threats of harm)
- Intimidation
- Throwing, damaging property or breaking things
- Unwelcome physical contact
- Failure to observe policies and/or contracts
- Refusing to leave the property

Inappropriate Words (in person, by phone, or any methods 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 behavior
- Bullying
- Sexual Harassment

Immediate action will be taken when incidents described above occur.

Individual(s) may be asked to leave, the police may be called or the individual(s) may face dismissal from our practice at the discretion of clinic management.