

## Zero Tolerance Policy for Brentfield Dental Centre

At Brentfield Dental Centre, our commitment to providing exceptional healthcare extends beyond medical treatment to encompass the safety and well-being of our patients and staff. The purpose of our Zero Tolerance Policy is to establish a framework that ensures a safe, respectful, and inclusive environment within our clinic premises. We believe that everyone deserves to receive and provide care in an atmosphere free from unacceptable behaviours, fostering a positive experience for all involved. This policy is designed to communicate our dedication to maintaining a secure space where both patients and staff feel respected, protected, and valued.

**This Zero Tolerance Policy addresses a range of behaviours that are deemed unacceptable within Brentfield Dental Centre. Unacceptable behaviours include, but are not limited to:**

- Verbal abuse, harassment, or use of offensive language.
- Threats or acts of violence.
- Discrimination or any form of prejudice.
- Disruptive or disrespectful conduct.
- Intoxication or substance abuse.
- Failure to comply with clinic rules and regulations.

This policy applies to everyone within the clinic premises, including patients, visitors, and staff. Brentfield Dental Centre is committed to maintaining a safe and respectful environment for all individuals associated with our healthcare services.

### **Unacceptable Behaviours:**

In our dental clinic, we operate with a commitment to fostering a safe and respectful environment for everyone. The following behaviours are strictly prohibited and will not be tolerated:

**Verbal Abuse:** Any use of offensive language, verbal threats, or disrespectful communication towards patients, staff, or visitors.

**Physical Violence:** Any form of physical aggression or violence towards patients, staff, or visitors.

**Harassment:** Unwanted and persistent behaviour, comments, or actions that create discomfort or distress for others.

**Discrimination:** Treating individuals unfairly or differently based on their race, ethnicity, gender, religion, or any other protected characteristic.

**Disruptive Conduct:** Any disruptive or unruly behaviour that interferes with the normal operations of the clinic, including refusal to follow established rules.

Intoxication or Substance Abuse: Being under the influence of alcohol, drugs, or any substance that impairs judgment or behaviour.

Failure to Comply: Non-compliance with clinic rules, policies, or staff instructions.

These behaviours are considered unacceptable and are strictly prohibited within our dental clinic. Any individual engaging in such conduct may be subject to appropriate action, including but not limited to, removal from the premises, termination of services, and involvement of law enforcement if necessary.

### **Consequences:**

The dental clinic takes a zero-tolerance stance on unacceptable behaviours to ensure the well-being and safety of all individuals within our premises. Engaging in behaviours listed as unacceptable in our policy may result in the following consequences:

Verbal or Written Warnings: Individuals exhibiting inappropriate behaviour may receive an initial verbal or written warning, clearly communicating that the behaviour is not acceptable within the clinic.

Removal from the Premises: In cases where the behaviour persists or escalates, the individual may be asked to leave the clinic premises immediately.

Termination of Services: For ongoing or severe misconduct, the clinic reserves the right to terminate services to the individual involved. This decision will be made with careful consideration of the circumstances.

Legal Action: In situations where the behaviour poses a serious threat or harm, the clinic may involve law enforcement and pursue legal action.

The severity of the consequences will depend on the nature and persistence of the unacceptable behaviour. The clinic is committed to taking appropriate and proportionate measures to maintain a safe and respectful environment for everyone.

### **Reporting Process:**

We encourage individuals who witness or experience any incidents of unacceptable behaviour within the clinic to promptly report such incidents. Our reporting process is designed to ensure a swift and appropriate response. Here are the steps to follow:

Immediate Assistance: In emergencies or situations requiring urgent attention, individuals should seek immediate assistance from clinic staff.

Designated Personnel: For non-emergency incidents, individuals can report the behaviour to contact 020 8451 7226

Anonymous Reporting: If individuals wish to report incidents anonymously, they may use our confidential reporting system, accessible calling 020 8451 7226. Anonymous reports will be investigated to the extent possible while maintaining confidentiality.

**Documentation:** When reporting an incident, individuals are encouraged to provide as much detail as possible, including the date, time, location, and a description of the behaviour. Any supporting evidence, such as photos or documents, can also be included if available.

**Follow-up:** Once a report is submitted, the clinic will conduct a thorough investigation and take appropriate actions. Individuals who report incidents will be kept informed of the outcome to the extent permitted by law and clinic policies.

By fostering an environment where individuals feel comfortable reporting incidents, we aim to address unacceptable behaviour promptly and maintain a safe and respectful space for everyone within our clinic.

### **Investigation Procedure:**

Our clinic is committed to conducting thorough and impartial investigations into reported incidents of unacceptable behaviour. The investigation process is designed to ensure fairness and accuracy in evaluating each situation. Here is an overview of the investigation procedure:

**Receipt of Report:** Upon receiving a report of unacceptable behaviour, our designated personnel will initiate the investigation process. All reports will be treated seriously, and the identity of the reporter will be kept confidential to the extent permitted by law.

**Initial Assessment:** The designated personnel will conduct an initial assessment to determine the severity and urgency of the reported incident. In emergencies, immediate actions may be taken to ensure the safety and well-being of individuals involved.

**Collection of Statements:** Statements will be collected from the individuals involved in the incident, as well as any witnesses who may have observed the behaviour. These statements will contribute to a comprehensive understanding of the events.

**Review of Evidence:** If available, any supporting evidence, such as photos, documents, or other relevant materials, will be reviewed. The clinic is committed to considering all available information in the investigation process.

**Fair Evaluation:** The investigation will be conducted in a fair and impartial manner, respecting the rights of all parties involved. The goal is to determine the facts surrounding the reported incident and assess whether unacceptable behaviour occurred.

**Confidentiality:** Throughout the investigation, confidentiality will be maintained to the extent permitted by law and clinic policies. Information will only be shared with individuals directly involved in the investigation.

**Outcome:** Once the investigation is complete, the clinic will communicate the outcome to the individuals involved, to the extent allowed by law. Appropriate actions will be taken based on the findings, and individuals who reported the incident will be informed of the outcome.

Our commitment to a thorough investigation process reflects our dedication to addressing incidents of unacceptable behaviour promptly and ensuring a safe and respectful environment within our clinic.

## **Communication of Policy:**

Our Zero Tolerance Policy is crucial for maintaining a safe and respectful environment. Here is how we communicate our Zero Tolerance Policy to all:

Signage within the Clinic: Clear and visible signage outlining the Zero Tolerance Policy will be displayed in prominent areas within the clinic. This serves as a constant reminder to everyone entering the premises about the expected standards of behaviour.

Patient Information Materials: Information about our Zero Tolerance Policy will be included in patient materials, such as brochures, pamphlets, or other relevant documents. Patients will have access to this information to understand the expectations for behaviour within the clinic.

Staff Training: All staff members will undergo comprehensive training on the Zero Tolerance Policy during their orientation. This training emphasises the importance of recognising unacceptable behaviours, reporting incidents, and following the established procedures for handling such situations.

Incorporation into Policies and Procedures: The Zero Tolerance Policy will be integrated into our overall policies and procedures document, which is accessible to all staff members. This ensures that the policy is part of the broader framework that governs clinic operations.

Online Presence: For virtual interactions a condensed version of the Zero Tolerance Policy will be available on our website. Patients and visitors can familiarise themselves with the policy even before entering the clinic.

Acknowledgment and Agreement: Patients, visitors, and staff members may be required to acknowledge and agree to adhere to the Zero Tolerance Policy. This acknowledgment could be part of the registration process for patients or as a separate agreement for staff members.

Regular Reminders: Periodic reminders about the Zero Tolerance Policy will be communicated through various announcements within the clinic. These reminders reinforce the importance of maintaining a respectful and safe environment for everyone.

Our commitment to effective communication of the Zero Tolerance Policy reflects our dedication to creating an atmosphere where everyone feels secure and valued.

## **Review and Modification:**

Our commitment to maintaining a safe and respectful environment includes regularly reviewing and, if necessary, modifying our Zero Tolerance Policy. Here are the details regarding the review and modification process:

**Policy Review:** The clinic reserves the right to review the Zero Tolerance Policy periodically. This ensures that the policy remains effective and aligned with the evolving needs and dynamics of our clinic.

**Necessary Modifications:** If modifications to the policy are deemed necessary, they will be made to address emerging concerns, improve clarity, or enhance the overall effectiveness of the policy in fostering a safe environment.

**Notification of Changes:** Individuals, including patients, visitors, and staff members, will be informed of any changes to the Zero Tolerance Policy. Notification methods may include:

- **In-Person Communication:** Staff members may verbally communicate changes to patients or visitors during their interactions within the clinic.
- **Written Communication:** Updated policy information will be provided in written form, such as through revised patient materials, brochures, or pamphlets available within the clinic.
- **Online Presence:** Any modifications to the Zero Tolerance Policy will be reflected on our clinic's website, ensuring that individuals accessing information online are aware of the changes.
- **Staff Training:** In the case of modifications, staff members will undergo additional training to ensure they are well-versed in the updated policy and can effectively communicate it to patients and visitors.
- **Acknowledgment and Agreement:** Individuals may be required to reacknowledge and agree to any modified terms as part of the ongoing commitment to the Zero Tolerance Policy.

Our commitment to keeping stakeholders informed about changes to the Zero Tolerance Policy reflects our dedication to transparency and continuous improvement in maintaining a secure and respectful environment within our clinic.

### **Conclusion:**

In conclusion, our Zero Tolerance Policy stands as a steadfast commitment to fostering a safe, respectful, and inclusive environment within our clinic. The key points of this policy emphasise the collective responsibility we share in upholding these standards:

**Purposeful Environment:** The policy is designed to maintain a secure and welcoming atmosphere for everyone, including patients, visitors, and staff.

**Unacceptable Behaviours:** Clearly outlining the types of behaviours deemed unacceptable ensures that everyone understands the expectations and contributes to a positive clinic experience.

**Consequences:** The outlined consequences for engaging in unacceptable behaviours underscore the seriousness with which we approach the well-being and safety of all individuals associated with our clinic.

**Communication and Reporting:** The reporting process provides a structured way to address incidents, encouraging open communication and swift resolution. This, coupled with the investigation procedure, assures a fair and impartial handling of reported incidents.

Continuous Improvement: The commitment to reviewing and modifying the policy as necessary demonstrates our dedication to continuous improvement. We appreciate the understanding and cooperation of all individuals involved.

As we collectively embrace these principles, we extend our sincere gratitude for your cooperation in creating a clinic environment where respect, safety, and inclusivity are paramount. Your commitment plays a crucial role in making our clinic a place where everyone feels secure, valued, and well-cared-for. Thank you for being an essential part of our commitment to excellence.