



ZERO TOLERANCE POLICY

We are pleased that you are a patient of Central KW Family Health. We are committed to providing a **SAFE, SECURE** and **RESPECTFUL** environment for all patients and staff.

Our core guidance for the clinic is to provide patient centered care, as well as ensuring the health and well-being of our staff and physicians. As a result, disruptive behavior, inappropriate actions/inactions and/or inappropriate words or language **WILL NOT BE TOLERATED**.

Disruptive Behaviour:

Any use of inappropriate words, actions or inactions.

Inappropriate Actions/Inactions:

Physical attacks
Threatening behaviour
Unwelcome physical contact
Intimidation
Throwing or damaging property or breaking things
Failing to comply with Central KW Family Health policies and/or contracts
Refusing to leave the property

Inappropriate Words (in person, by phone, or any means of communication):

Abusive language and yelling
Disrespectful, demeaning or abusive language/comments
Remarks, jokes or innuendos that demean, ridicule or offend
Discriminatory remarks
Threats
Bullying
Sexual Harassment

If any of the above incidents occur, immediate action will be taken, including the following:

- 1. You WILL be asked to leave the clinic.**
 - a. You will be asked to leave on your own accord.
 - b. If you do not leave the premises, then police will be called and you will be escorted off the premises.
- 2. You MAY be terminated as a patient from this clinic.**
 - a. The incident will be reviewed by Central KW Family Health physicians and you will be informed of the course of action that will be taken.

Dr. Andersen Dr. Bednarska Dr. Brewster Dr. El-Assar Dr. Lubitz Dr. Varano