

# Zero Tolerance

To successfully provide services, a mutual respect between all the staff and patients must be in place. Dealing with people who are abusive or aggressive towards our staff and/or patients, takes us away from caring for you. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances.

Aggressive behavior, over the phone or in person, will not be tolerated and may result in you being dismissed from the practice. We have the right to refuse treatment.

This Family Dentistry practice will not tolerate abusive or violent behavior including:

- Screaming or yelling in person or over the phone.
- Threatening language.
- Sexual or racial comments.
- Inappropriate touching.
- Physical violence.

Patient Name \_\_\_\_\_

Signature \_\_\_\_\_ Date: \_\_\_\_\_

