

In an effort to provide a safe and healthy environment for staff, visitors, patients and their families, Pioneer Health Albany expects visitors, patients and accompanying family members/friends to refrain from unacceptable behaviors that are disruptive or pose a threat to the rights or safety of other patients and staff.

Zero tolerance of aggression and violence is vital in providing a safe and healthy working environment.

Pioneer Health Albany will not tolerate violence and aggression from:

- Patients
- Families and friends of patients
- Members of the public

The following behaviors are prohibited:

- Aggressive and violent behaviour toward any team member.
- Threats or other intimidating behaviours that causes a person to believe they are in danger of being physically attacked. It may involve an actual or implied threat to safety, health or wellbeing.
- Verbal, physical or psychological abuse (including swearing).
- Physical attack, such as pushing, shoving, tripping, grabbing, hitting, pinching, scratching, kicking, biting, spitting or any other type of direct physical contact.
- Aggravated assault, such as attacking with a weapon (knives, guns, clubs) or any other type of weapon (thrown object, furniture etc)
- Sexual harassment and sexual assault.
- Making verbal threats to harm another individual or destroy property
- Intentionally damaging equipment or property
- Making menacing gestures

- Attempting to intimidate or harass other individuals
- Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, voicemail, email, or other forms of written, verbal or electronic communication
- Racial or cultural slurs or other derogatory remarks associated with, but not limited to, race, language or sexuality

If you are subjected to any of these behaviors or witness inappropriate behavior, please report to any staff member.

Consequences of exhibiting prohibited behaviour:

Any patient or person that does not adhere to the Code of Conduct will be reminded of our Code of Conduct.

If the behaviour continues, the consequences will be as follows:

- An individual Treatment Contract will be required to be entered into between the practice and the attending patient.
- Failure to adhere to the Treatment Contract will result in alternative care arrangements needing to be made.