

Red House Paediatrics Zero-Tolerance Policy

Red House Paediatrics is committed to providing a safe and respectful environment for our patients, their families, and our staff. Abuse towards staff, doctors or other patients is unacceptable and will not be tolerated under any circumstances. This policy outlines our approach to managing abuse.

Definition:

Abuse can take many forms, including but not limited to:

- Verbal abuse such as using foul language, yelling, or making threats.
- Physical abuse such as hitting, kicking, or throwing objects.
- Emotional abuse such as bullying or harassment.
- Damage to property.

Enforcement:

Warning:

Any person who exhibits abuse towards staff, doctors or other patients will be given one warning. This warning will serve as a reminder of our expectations for respectful behaviour and will provide an opportunity for the person to correct their behaviour.

Blacklisting:

Any person who exhibits any extremely abusive behaviours, such as the following, will be immediately blacklisted from the practice:

- Physical abuse towards a staff member or patient.
- Threats of violence or harm towards a staff member or patient.
- Willful property damage.
- Repeated incidents of verbal or emotional abuse.

The decision to blacklist someone from the practice will be made by the practice manager in consultation with the staff member(s) involved.

Reporting:

All incidents of abuse towards staff, doctors or other patients should be reported to the practice manager immediately.

Communication:

We will communicate our zero-tolerance policy to all patients and their families, as well as all staff members. We will also display it prominently on our website and in our practice waiting room.

All patients and their families and/or caretakers will be required to agree to adhere to our zero-tolerance policy and affirm that they understand the consequences of violating it as part of the patient registration process.

Review:

We will regularly review our zero-tolerance policy to ensure that it remains relevant and effective.

Conclusion:

Red House Paediatrics is committed to providing a safe and respectful environment for all, especially children. We will not tolerate any form of abuse towards staff, doctors or other patients and we will take appropriate action to protect our patients, their families and our staff.