



## **Smile Essential Zero Tolerance Policy**

Smile Essential takes it very seriously if a member of staff is treated in an abusive or violent way.

Smile Essential supports the government's 'Zero Tolerance' campaign for Health Service Staff. This states that staff have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the staff and patients has to be in place. All our staff aim to be polite, helpful, and sensitive to all patients' individual needs and circumstances.

However, aggressive behaviour, be it verbal, violent or abusive, will not be tolerated and may result in extreme cases, in the Police being contacted.

In order for the practice to maintain good relations with their patients the practice would like to ask all its patients to take note of the occasional types of behaviour that would be found unacceptable:

- Using bad language or swearing at practice staff
- Any physical violence towards any staff member or other patients, such as pushing or shoving
- Verbal abuse towards the staff in any form including verbally insulting the staff
- Racial abuse and sexual harassment will not be tolerated within this practice
- Persistent or unrealistic demands that cause stress to staff will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from the Practice's premises, staff or patients

We ask you to treat our staff courteously at all times.