

Zero Tolerance Policy

Introduction

Staff treating patients have the right to work free from any threat or fear of abuse, violence, or forms of aggression.

Unacceptable Behaviors

Unacceptable behaviour which will not be tolerated within the dental practice includes:

Physical Safety

- Actual or threatened physical violence on staff or other patients.
- Psychological abuse of staff.

Verbal and Emotional Safety

- Verbal abuse which includes shouting or swearing.
- Racial abuse.
- Sexual harassment or abuse.

Workplace Integrity

- Threats against practice personnel which occur in the workplace.
- Theft or damage of practice property.
- Taking drugs or alcohol on the premises.

Enforcement and Consequences

If any patient is abusive or violent towards any member of staff or any other persons on the practice premises, the practice retains the right to have the patient removed from their list. In extreme cases, the police may also be contacted.

Reporting Procedures

All incidents must be reported to Pav Dental's Practice Manager and recorded within the Significant Events Log. Any injuries will be recorded in the accident book.