

Zero Tolerance Policy – Cherished Minds

Applicable to: All clients of Cherished Minds and is to be upheld by all workers, volunteers, directors, subcontractors and other associates of Cherished Minds.

Cherished Minds is committed to providing excellence in disability services and is committed to ensure a positive and safe environment for staff and clients alike.

We treat our patients with courtesy and respect and ask the same in return. We ask that you treat all your practitioner and all other Practice Staff courteously– without violence, abuse or harassment.

Practitioners and their staff have the right to care for others without fear of being attacked or abused. **Any behaviour verbal or physical which causes staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable.**

The Zero Tolerance policy includes aggression or threats made **in person**, over the **telephone** or in **written** communication. The Practice considers threatening behaviour to be:

- Attempted or actual, aggressive threatening physical actions made towards any member of staff.
- Acts that are intimidating, unwanted or that make the staff member uncomfortable
- The use of aggressive, threatening or abusive language, (including raising of the voice, swearing and cursing, shouting) which threatens or intimidates staff.

This policy applies throughout both premises, including any car park and grounds and any other place of practice associated with service delivery by any Cherished Minds staff member. It also applies to any employee or partner away from the practice but only in so far as it relates to the business of the practice.

Any instance or threat of physical abuse will be reported to the police. The offender will be removed from the premises by the police or and if via other communications such as phone or written, they will be discontinued. The patient may then be removed from the practice waitlist and/or be refused ongoing client services.

Instances of abusive/threatening behaviour will be reported to the Director and recorded into an incident log book. The Client will also be issued a warning letter or notice either written or verbal. The patient may contact the Director to discuss this warning if they wish to do so. When the Incident Log Book shows a second recorded offence, the patient will be sent a Final Warning Letter informing them of their breach of the Zero Tolerance Policy and they may be removed from the Practice list.