



## **Zero Tolerance Policy - Patients and Visitors**

**Effective Date:** January 15<sup>th</sup>, 2025

### **Purpose**

Bluenose Health is committed to maintaining a safe, respectful, and professional environment for all patients and visitors. This policy outlines our zero-tolerance stance against any form of abusive, threatening, or inappropriate behavior.

### **Scope**

This policy applies to all patients and visitors at any Bluenose Health facility or during the provision of services.

### **Policy Statements**

#### **1. Prohibited Conduct**

- a. Physical violence or threats of violence.
- b. Verbal abuse, including shouting, offensive language, or discriminatory remarks.
- c. Harassment or intimidation of any kind, including sexual harassment or bullying.
- d. Damage to property or equipment.
- e. Any behavior that disrupts the provision of care or compromises the safety of others.

#### **2. Reporting and Response**

- a. **Reporting:** All incidents must be reported immediately to the Chief Operating Officer (COO).
- b. **Investigation:** The COO will ensure that all reported incidents are investigated promptly and thoroughly.
- c. **Consequences:** Depending on the severity of the incident:
  - i. Patients may be asked to leave the premises and could be refused future care.
  - ii. Visitors may be banned from the premises.

### 3. **Support for Affected Individuals**

Bluenose Health will provide support to individuals affected by violations of this policy, including access to counseling services and protective measures if necessary.

## **Implementation and Review**

Managers and supervisors are responsible for enforcing this policy and ensuring that incidents are handled appropriately. All incidents will be documented and reviewed by the COO. This policy will be reviewed annually or as required by changes in the legal or organizational environment.

## **Acknowledgment**

All patients and visitors must acknowledge their understanding of and compliance with this policy. Notices summarizing this policy will be displayed prominently at all Bluenose Health locations.

## **Contact Information**

For questions or to report a violation, please contact:

Dr Reeta Singh, COO

Review Date: January 15<sup>th</sup> 2027