

## **Zero Tolerance Policy**

Southlake Residential Care Village has a zero tolerance approach to violence in the workplace. All of our staff have the right to work in an environment where workplace violence is not tolerated. Southlake Care Village takes all incidents of aggressive, violent or abusive treatment against our staff and residents very seriously.

Southlake Residential Care Village recognizes that its staff has the right to a safe and respectful work environment without fear of being attacked or abused. Our residents also have the right to a safe environment. Our environment must be a safe place for everyone. We are committed to providing a safe, secure and respectful environment in which to work, visit, reside and receive care.

We recognize that individuals may at times express themselves in a less than ideal manner, including using profanity, insults, and accusations, and will take this into consideration when working to resolve an issue, misunderstanding or complaint.

However, aggressive behavior, be it violent or abusive, will not be tolerated and may result in you being removed from the Village and, in extreme cases, contacting security and/or the Police.

In order for Southlake Residential Care Village to maintain good relations with our residents we would like to ask our residents and all visitors to read and take note of the occasional types of behaviour that are unacceptable:

- using bad language or swearing at staff
- verbal abuse towards the staff in any form including verbally insulting staff
- racist and sexist comments
- persistent or unrealistic demands that cause stress to staff
- physical violence, such as pushing or shoving, towards any staff
- causing damage to or stealing from the Village premises, staff or residents

This policy extends to any interaction with a staff member whether in-person, phone, letter, e-mail, social media or through our website.

We reserve the right to take appropriate measures if this policy is violated, including requesting you to leave the Village. A breach of this Zero Tolerance Policy constitutes grounds for Southlake Residential Care Village to decline or discontinue services.