

# Zero Tolerance Policy

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Optimus Physiotherapy is committed to providing high quality care to all clients.

We advise all clients that the following inappropriate behaviour will not be tolerated:

- Swearing,
- Threatening, abusive behaviour,
- Verbal / physical abuse.

We reserve the right to withdraw from treating clients whom are threatening / abusive / violent. This also applies to family members/friends displaying any of this behaviour.

In the case of this behaviour being experienced within a clients home the Physiotherapist will advise that the behaviour is not acceptable and ask for it to stop. If the behaviour continues and/or the physiotherapist feels uncomfortable the session will be stopped and the physiotherapist will leave the house. Any further input will be discussed on an individual basis and may require a formal chaperone but the physiotherapist does have the right to refuse any further input.

Any threatening behaviour over the phone will be asked to stop and if appropriate the phonecall will be terminated.

Threatening or inappropriate behaviour on social media will be reported.

All acts of criminal violence and aggression will be notified to the Police immediately.

*Optimus Physiotherapy is committed to ensuring that, as far as it is reasonably practicable, the way we provide services to the public reflects their individual needs and does not discriminate against individuals or groups on the basis of their age, disability, gender, race, religion/belief or sexual orientation. Should any person require access to this policy in another language or format (such as Braille or large print) we will do our best to provide this in a format the user is able to access. Optimus Physiotherapy will do its utmost to support and develop equitable access to all policies.*