



Zero Tolerance Policy

ZÖe Pediatrics is a family-friendly pediatric office caring for impressionable young children and their families. Although occurrences are rare, ZÖe Pediatrics feels strongly that our patients, their families, AND our staff deserve to be protected from **verbal abuse, aggressive behavior and being recorded without the consent** of all involved parties.

For this reason, we have developed and will strictly enforce a **“Zero Tolerance Policy”** for abusive conduct, “cussing”, crude graphics or language on clothing, threatening or aggressive behavior, larceny and the use of recording devices upon **entering the facility**. These restrictions apply to any such actions toward patients, other family members and visitors, and ZÖe Pediatrics staff. Furthermore, these rules shall also apply to telephone calls and written communications to our office staff and clinicians. We expect a civil and harmonious environment for our pediatric patients, family, staff and clinicians.

Please sign below that you understand, agree to, and will abide by this policy. As a **“Zero Tolerance Policy”**, there will be no further warnings, second chances, or exceptions. Violations will result in immediate transfer of care to another health care provider of your choice. (We will provide up to 30 days of episodic care while you are completing this transfer of care.) Failure to sign this contract will result in discharge from the practice.

While we understand that disagreements may occasionally occur, these need to be resolved in a civil manner. Depending on the degree of infraction, we reserve the right to involve Child Protective Services, law enforcement, and other appropriate agencies should we deem necessary. ZÖe Pediatrics reserves the right to press charges at our discretion.

Thank you for your interest in making the ZÖe Pediatrics office and grounds a wholesome and safe, family-friendly environment.

Lucy Chaney,
Director of Compliance