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Zero Tolerance Policy

EPIC Solutions takes it very seriously if anyone working in association with the organisation is treated in an abusive or violent way.

EPIC Solutions support the government's 'Zero Tolerance' campaign for Health Service Staff. This states that all health care workers have a right to care for others without fear of being attacked or abused. To successfully provide these services a mutual respect between all the associates and clients has to be in place. All our associates aim to be polite, helpful, and sensitive to all clients' individual needs and circumstances. They would respectfully remind clients that sometimes associates might need to ask difficult questions as part of their assessment and/or may need to communicate upsetting information as an outcome of their assessment. Occasionally associates may have unexpected conflicting demands on their time. EPIC Solutions understand that in these circumstances client may not always act in a reasonable manner and will take this into consideration when trying to deal with a misunderstanding or complaint.

However, aggressive behaviour, be it violent or abusive, will not be tolerated and may result in a client being asked to leave or in extreme cases, the Police being contacted.

In order for EPIC Solutions to maintain good relations with their clients we ask all to be aware that the following types of behaviour would be found unacceptable:

- Using bad language or swearing at associates
- Any physical violence towards any member of the EPIC Solutions team or other clients, such as pushing or shoving
- Verbal abuse towards associates or employees in any form including verbally insulting them
- Racial abuse and sexual harassment will not be tolerated
- Persistent or unrealistic demands that cause undue stress to associates or employees will not be accepted. Requests will be met wherever possible and explanations given when they cannot
- Causing damage/stealing from Holmedale Health Centre, associates or other clients
- Obtaining drugs and/or medical services fraudulently

We ask you to treat Glen House staff, all associates and employees that work within EPIC Solutions courteously at all times.

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