

POLICY ON AGGRESSIVE & ABUSIVE CONDUCT IN THE CLINIC

MDMG is committed to ensuring that its employees are protected from physical and verbal abuse from patients and other individuals in the workplace.

All patients must communicate with the Clinic's staff in a calm, respectful and appropriate manner.

All patients must comply with the Clinic's rules and procedures, including those requiring the use of PPE and social distancing during the COVID-19 pandemic.

MDMG has a zero-tolerance policy for abuse, harassment, threats or violence from patients and other individuals in the workplace.

The following conduct will not be tolerated at the Clinic:

- Using abusive and/or offensive words, gestures or actions;
- Yelling, swearing at, mocking or harassing MDMG employees, patients and/or other individuals in the Clinic;
- Threatening or intimidating MDMG employees, patients and/or other individuals in the Clinic;
- Threatening or engaging in violence or assaultive behaviour of any kind;
- Recording by patients or other individuals (whether audio or video) of MDMG employees, other patients and/or other individuals in the Clinic without their consent.

Any patient or other individual who persists in abusive or harassing conduct will be directed to leave the Clinic.

Any patient or other individual who engages in threatened/actual violence, or who refuses to leave the Clinic after being asked to do so, will be reported to the police.

We thank you for your anticipated cooperation.