**Zero Tolerance Policy**

**Nostalgic Eye Care Security Protocol**

Any patient that violates our security protocol and poses a threat to our staff, patients, or establishment will forfeit all goods that reside at our office and will not receive a refund. The patient/doctor relationship will be discontinued effective immediately and patients will be sent their records via email.

Nostalgic Eye Care provides a safe workplace for all patients and employees. To ensure a safe workplace and to reduce the risk of violence, all patients should review and understand all provisions of this zero-tolerance policy. Our staff will not be subjected to any violence, abuse, or harassment from any patients or consumers.

**Prohibited Conduct**

Nostalgic Eye Care does not tolerate any type of workplace violence committed against patients and employees. Patients and employees are prohibited from making threats or engaging in violent activities. This list of behaviors provides examples of conduct that ·s prohibited:

• Act of physical violence inside or outside the office.

• Causing physical injury to another person.

• Making threatening remarks, violent language, and or screaming.

• Direct or subliminal threat by a patient.

• Obsessive use of profanity toward staff or patients.

• Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress

• Destruction of or intentionally damaging NEC property.

• Possessing a weapon while on company property or while on company business.

• Committing acts motivated by, or related to, sexual harassment or domestic violence.

• Theft

**Reporting Procedures**

Employees who encounter an escalated or dangerous patient will not attempt to challenge the individual. Employees are instructed to remain calm and notify a manager or call 911 immediately.

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**Patient Name**

**Patient Signature**