**PLEASE RESPECT OUR STAFF MEMBERS**

We strive to create a pleasant environment for our patients and their parents. In doing so, we expect that our staff members treat patients and parents with the utmost compassion and respect.

In return, we ask that patients and parents treat our employees with respect as well. While we understand that having one or more child who is sick can be stressful and worrisome, we ask that you not take your frustrations out on our staff. They are simply trying to do the job as directed by the provider in order to better help your child or children.

Some examples of disrespect to our staff would be yelling or cussing at the staff, making demands, throwing things either intentionally or unintentionally, impeding their ability to do their job safely and accurately, humiliating them in front of others, being degrading, being condescending or belittling or outright ignoring them, talking on the phone while they are trying to help you, and being dismissive or rude. Please keep in mind this is not a complete list of disrespectful behavior.

Once again, our providers and staff members make every effort to create a welcoming and comfortable environment for our patients and their parents. Unfortunately, it has also become our duty to create a safe work environment for our staff.

In the event that a staff member feels threatened or disrespected, it will be brought to the attention of the providers and office management. There will be a formal write-up of the occurrence and it will be placed in a file that is monitored by office management. If at any time, a parent or patient receives a formal write-up on two or more occasions, your family will be dismissed from the practice. In the event that an employee is threatened or physically assaulted, your family will be dismissed from the practice immediately and the authorities may be notified.