

# Respectful Workplace Statement

**The Caroline Family Health Team** of Burlington has a duty to provide a safe and secure environment for patients, staff, and visitors.

Violent and abusive behavior, including offensive and inappropriate language, will not be tolerated, and decisive action will be taken to protect staff, patients, and visitors.

Persistent, unacceptable patient/visitor behavior may result in discharge from our clinic. Sometimes your Physician is unavoidably delayed due to unforeseen circumstances with other patients.

The office staff has no control over wait times.

Please speak with your doctor if you have any concerns.

We ask that you treat our staff with **RESPECT**.

**Caroline Medical Group Physicians**

