

The times that we are living in are full of stress and unpredictability. At Northshore, we understand that these pressures have been taking a major toll on many members of our community. While these hardships are relatable, I am writing to clarify some important expectations for behavior at our practice.

We hold ourselves to the highest standards of integrity, honesty, respect, and dignity as a member of your family's healthcare team. For us to continue providing compassionate care to both our clients and ourselves, we expect all who visit our practice to do their part to support a physically, psychologically, and emotionally safe environment for all who visit us.

This support includes avoidance of inappropriate behavior within our practice. Mistreatment toward anyone, including our providers or staff, is not allowed in person, virtually, on the phone, in written form, or in any other situation. **Examples of abusive, aggressive, and/or violent behavior that is not tolerated at Northshore Pediatric Therapy include:**

- **Abusive language, including but not limited to:**
 - Ordering/demanding
 - Inappropriate jokes
 - Making threats
 - Intimidation
 - Aggressively judging and criticizing
 - Accusing/blaming staff for issues beyond their control
 - False accusations and accusations without proof
 - Persistently undermining or dismissing a clinician's professional input as invalid
- **Persistent failure to respect clinic policies**
- **Verbal harassment, including:**
 - Yelling
 - Ranting
 - Name-calling
- **Sexual language/advances of any sort**
- **Discrimination based on race, gender, disability, age, or other personal traits**
- **Physical assault**

Northshore maintains a **zero-tolerance stance** on all forms of abuse, aggression, and violence toward anyone involved with our practice.

When such behaviors occur, they may result in consequences up to and including:

- During a one-off issue, we will do our best to resolve that issue through communication and provide a reminder of the expectations above.
- Reporting behaviors to authority figures as appropriate, such as internal supervisors or the police
- Asking caregivers and/or clients to leave the premises, temporarily or permanently, instead of receiving clinical services as originally scheduled

As clients of Northshore, we ask that you report any seen or experienced mistreatment as outlined above to one of our team members. Thank you for doing your part to create a space of mutual care and respect.

Regards,
The Northshore Team