

Zero Tolerance

of Aggressive Behavior and Threatening Language

UNC Health is committed to providing a safe environment for patients, visitors and staff.

We do not tolerate any form of violence, aggression, discrimination or verbal harassment towards **ANYONE** for **ANY** reason. Failure to comply may result in removal from the facility, dismissal from practice, arrest and/or legal action.

Physical
assault

Threatening
behavior

Verbal harassment
(name calling, swearing)

Sexual language or
unwanted touching

Possessing firearms
or weapons

Damaging business
equipment or property

Acceptable Behavior

Acceptable behavior is **polite and reasonable**. Using acceptable behavior helps create **a safe environment** for everyone.

Following are some examples of acceptable behavior:

Treat others with **kindness** and **understanding**.

Use **clear, open,** and **honest** communication.

Say "**please**" and "**thank you**."

Try to **help** solve issues.

Focus on the **positives**.

Share **ideas** and **information**.

Actively listen to the **feedback** of **others**.

Offer **helpful** **feedback**.

Try to **resolve** **conflicts** when they occur.

Protect the **privacy** of all persons.

Respect and include **all people**, despite their differences.