

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.