

# Zero Tolerance – Aggression & Violence

**Staff, patients & visitors need to work  
& be cared for in a safe environment.**

Every person working in or utilising a Ramsay Health Care facility – staff, patients and visitors – has a right to personal safety.

Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances.

Any such acts will result in action being taken.

Such action may include a:

- prompt medical response where appropriate,
- a formal warning,
- being asked to leave the premises or discharge from the facility,
- utilisation of security services, &/or
- police being notified & legal action implemented.

**It is never acceptable to abuse others.**

  
Craig McNally  
Chief Executive Officer