

# Thank you for showing respect to our staff, patients and visitors

## Zero tolerance – aggression and violence

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:

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

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



**Chanelle McEnallay**  
Group Chief Safety Officer

*This document has been approved by  
Natalie Davis, CEO & Managing Director*

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**This Policy is endorsed by  
Facility/Hospital Executive**

