



## **Professional Medical Environment Policy**

*At Holistic Wellness Physiotherapy (HW) and the Sport Science Rehab and Performance Centre, we are consistently striving to create an environment that is safe, professional and inclusive for all. Please review the following guidelines that outline the patient's role in clinic safety.*

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### **Communication via Professional Channels**

As per directives from our governing bodies, patients are to refrain from any unsolicited communications with practitioners (including social media, text and/or call to a practitioner's personal phone, or emails). Should you need to contact your practitioner, please use channels as provided. The front desk staff would happily provide contact info.

### **Interaction are Professional in Nature**

HW does not tolerate any romantic / sexual advances of any kind towards a practitioner or staff member; this includes any commentary that is sexual or romantic in nature, whether directed specifically at a staff member or otherwise.

### **Professional Behavior**

Our clinics are professional medical environments, and as such, we expect that every patient conducts themselves appropriately for the duration of their time in the clinic. Any behavior (harassment, intimidation, aggression etc.) that does not align with the above expectations, will not be tolerated as it comes in direct opposition to the healthy, safe, and professional environment that has been created at HW.

*I have read the patient behavior expectations and commit to upholding them to the best of my ability. I understand that failure to uphold these guidelines will result in the termination of services.*