

Code of Conduct & Safe Space Policy

Pegasus Medical Centre is a safe space for our patients and staff.

For the well-being of our patients and staff, we have a **strict zero-tolerance** policy towards any aggressive, angry, discriminatory or rude behaviour.

This includes verbal abuse like shouting or swearing, as well as threats or intimidating actions.

Protecting Our Patients and Team:

A Workplace Safety Priority

Our staff have the right to work without fear of harassment or abuse, as part of having a safe workplace. Our patients also have a right and expectation to feel safe in our space.

Our Promise to You

You can always expect our team to be courteous, respectful, and understanding. We kindly ask for the same consideration in return.

Consequences of Disrespectful Behavior

Any instance of behaviour, words, or actions that make another person feel unsafe will be taken seriously and will often lead to **dis-enrollment** from our practice.

In cases involving threats or violence, we may also need to involve the **police**.

Thank you for helping us maintain a safe and respectful environment for everyone.