

Aesthetica Cosmetic and Laser Surgery Center, P.C.  
1342 Chelsea Ave., Rear  
Bethlehem, Pa. 18018  
Phone: 610-861-9469  
David B. Vasily, M.D., Medical Director

## **Zero Tolerance Policy**

Aesthetica Cosmetic & Laser Center employees treat our patients and customers with courtesy and respect and ask for the same in return.

Our staff has the right to carry out their work without violence, abuse or harassment. Any behavior verbal or physical, which causes the staff to feel uncomfortable, embarrassed or threatened, is totally unacceptable.

The Zero Tolerance policy includes aggression or threats made in person, over the telephone or in written communication. Aesthetica Cosmetic & Laser Center considers threatening behavior to be:

- Attempted or actual aggressive threatening physical actions made towards any member of staff.
- The use of aggressive, threatening or abusive language, (swearing, cursing and shouting) which threatens or intimidates staff or other patrons.
- This policy applies throughout the company. It also applies to any employee, manager or director away from the business premises but only in so far as it relates to the business of the practice.

Any person who causes or threatens to cause abuse, harassment or violence of any kind is subject to immediate termination as a patient of Aesthetica Cosmetic & Laser Center and/or removal from the Center premises.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Witness \_\_\_\_\_ Date \_\_\_\_\_