



Family Behavior Policy

Beacon Pediatrics is a family-friendly pediatric office caring for impressionable young children, adolescents, and their families. Although occurrences are rare, Beacon Pediatrics feels strongly that our patients, their families, **and our staff** deserve to be protected from verbal abuse and aggressive behavior. We are very aware that families under physical and emotional stress might not be always at their best behavior. **However, we all need to respect each other and be kind.** We understand that disagreements may occasionally occur, and we encourage you to discuss these matters with us in a civil, nonconfrontational manner. We encourage constructive criticism as we can only improve when we discover that we could be doing things better.

However, when discussions/conversations become overheated or rude, they will be reported to our practice manager for review. **We have a ZERO TOLERANCE POLICY if any member of our staff feels that a family's behavior becomes abusive, threatening, or aggressive.** This behavior will be documented in the family's chart and will result in the immediate dismissal of the family from the practice. Depending on the degree of infraction, we reserve the right to involve child protective services, law enforcement, and other appropriate agencies should we deem them necessary.

By signing, I agree with the above statement and agree to treat everyone with kindness and respect.

Patient Name: _____

Patient Signature (18+): _____

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date: _____