

Client Code of Conduct at

Please read and sign below.

We take great pride in providing oral health care services to our clients. We are responsible for ensuring a safe, positive, and professional environment free of harassment, abuse, and/or violence.

When visiting our practice, clients are expected to:

- Communicate courteously with staff.
- Arrive on time for appointments.
- Give as much notice as possible to avoid a cancellation fee if rescheduling or cancelling an appointment.
- Inform the office of any changes to contact information (address, email, telephone number).
- Be courteous when using cell phones or other electronic devices, and silence or turn off all devices during appointments.
- Be ready to provide an updated list of medications to their oral health care provider.

The following behaviours will not be tolerated and may result in dismissal from the dental office:

- Verbal threats, profanity, rude or inappropriate language, whether in person, on the phone or in email correspondence
- Sexual innuendos/comments towards staff or other clients
- Physical aggression or intimidating behaviour towards another individual
- Illegal or unethical activity, including consumption of alcohol or drugs, the possession of weapons or vandalism
- Any act that gives rise to concern for public safety (including inappropriate speech, sexual innuendo or lewd behaviour)
- Failure to comply with financial obligations
- Missing or cancelling a series of appointments without prior notice

We value our clients and staff equally, and we look forward to providing excellent care to our clients.

By signing below, you and/or your guardian agree to the above expectations and terms.

Client name: _____

Client signature: _____

Signature of client parent or legal guardian/POA (if under 18 or under the legal guidance of a caregiver): _____

Date: _____