

Client Code of Conduct

To ensure a safe, positive, and professional environment free of harassment, abuse, and/or violence, clients are asked to:

- Communicate courteously with staff and other visitors.
- 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.
- Comply with financial obligations.

The following behaviours will not be tolerated:

- 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)

We value our clients and staff equally and look forward to providing excellent oral health care.