



Brockton and Area Family Health Team

CHESLEY • DURHAM • MILD MAY
PAISLEY • WALKERTON

BAFHT Standard of Care – Our Commitment to Safety and Non-Violence

When people feel safe, they can be free to express their thoughts and feelings, be authentic, and trust the actions of the people around them.

The BAFHT is committed to an environment of safety and non-violence for our staff and patients. This includes physical, psychological, social and moral violence. We believe that a culture of safety is foundational to the work that we do. Safety enables our team members to provide care that is rooted in connection, compassion, curiosity and understanding, to help people to heal and stay well.

Our staff and patients can expect:

Physical Safety – An environment of self-care, safe social behaviour, safe experiences, non-violence, and safe and reliable relationships.

Psychological Safety – An environment where autonomy, empowerment, shared responsibility, self-control, initiative, curiosity, and individualism are encouraged.

Social Safety – An environment where security, caring, trust, freedom of expression, understanding, thoughtfulness, problem solving, creativity, humour, and spontaneity are valued.

Moral Safety – An environment where honesty, fairness, self-awareness, self-worth, tolerance, knowledge and compassion are felt.

When people do not feel safe, violence may be resorted to as an adaptive survival response, based on the belief that needs will not be met without this behaviour. In settings committed to physical, psychological, social and moral safety, it is understood that violent behaviour is neither necessary nor acceptable.