

## Zero Tolerance Statement

Farleigh Hospice is committed to the wellbeing of our patients, staff, and volunteers, and has a duty to provide a safe environment for all those who work for us or use our services.

Farleigh Hospice recognises that patients, friends, family members, and others may be in a high state of emotion or distress. However, verbal abuse, harassment, violence, or discrimination towards staff, volunteers, patients, or relatives is unacceptable and will not be tolerated.

Relatives, visitors, patients, or shop customers who demonstrate extreme or persistent unacceptable behaviour may be excluded from Farleigh Hospice premises and services.

Patients who have been clinically assessed as not being competent to take responsibility for their actions will not be subject to this policy. This includes, for example, a patient who becomes abusive as a result of their illness or treatment.

### Standard of Behaviour

The following behaviours are considered unacceptable at Farleigh Hospice:

- Threatening, offensive, or abusive language
- Offensive racial, religious, or sexual remarks
- Offensive sexual gestures or behaviours
- Use of inappropriate words or behaviour causing distress and/or constituting harassment
- Threats of violence and actual violence, including brandishing objects or weapons
- Malicious allegations relating to a member of staff, volunteer, patient, or visitor
- Excessive noise, such as loud or intrusive conversation or shouting
- Abuse of alcohol and/or drugs while on hospice premises (see also Guidance on the Management of Illicit or Unknown Substances on Hospice Premises)
- Causing damage to or theft from hospice premises, staff, volunteers, or patients
- Failure to adhere to hospice policies, such as the Smoke Free Policy

### Response to Unacceptable Behaviour

Any of the behaviours listed above directed towards staff, volunteers, or patients will be escalated immediately to a member of the Executive Team. They will meet with those involved to investigate the situation and provide appropriate support to the staff member or volunteer affected.

Where there is a risk to an individual or to hospice property, the police will be contacted immediately by calling 999.

This statement forms part of the Farleigh Hospice Zero Tolerance Policy.