

Zero Tolerance at St Mary's Hospice

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

St Mary's Hospice recognises that patients, friends and family and others can be in a high state of emotion or distress. Nonetheless, verbal abuse, harassment, violence or discrimination towards staff, volunteers, patients or relatives is unacceptable, and will not be tolerated.

Relatives, visitors or patients who are extreme or persistent in their unacceptable behaviour can, as a last resort, be excluded from receiving hospice services.

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

Standard of behaviour

The following are examples of behaviour which are not acceptable to St Mary's Hospice:

- Threatening or abusive language, such as excessive swearing or remarks which are offensive to staff, volunteers or others
- Derogatory racial, religious, sexual or other personal remarks
- Malicious allegations relating to a member of staff, volunteer, patient or visitor
- Offensive sexual gestures or behaviours
- Excessive noise such as loud or intrusive conversation or shouting
- Abusing alcohol and drugs while in the hospice (also see Guidance on the Management of Illicit or Unknown Substances on Hospice Premises)
- Causing damage/theft from Hospice premises, staff, volunteers or patients
- Threats of violent behaviour and actual violence