

# ZERO TOLERANCE Statement

**Our staff come to work to care for others,  
not to become victims of violence,  
threatening behaviour, physical, verbal,  
racial abuse or discrimination.**

**If you are violent or abusive in any way towards our staff, we  
have the right to refuse to treat you.**

Any patient or visitor who treats any member of staff in this way will be removed from the premises and will be reported to the police, and may face **prosecution**.

It is unacceptable for patients to refuse treatment, care or services from a particular member of staff if the refusal is based on **racially discriminating grounds**.

**Should you refuse services on discriminatory grounds then it may be considered that you are refusing treatment altogether**