



ZERO TOLERANCE STATEMENT

OUR STAFF ARE HERE TO HELP YOU.

OUR STAFF COME TO WORK TO CARE FOR OTHERS.

OUR AIM IS TO BE AS POLITE AND HELPFUL AS POSSIBLE TO YOU.

IF YOU HAVE ANY CONCERNS OR CONSIDER THAT YOU OR YOUR FAMILY HAVE BEEN TREATED UNFAIRLY OR INAPPROPRIATELY, PLEASE ASK TO SPEAK TO THE NURSE IN CHARGE, WHO WILL BE HAPPY TO ADDRESS YOUR CONCERNS.

IF YOU WISH TO SPEAK TO THE MANAGER, PLEASE LEAVE YOUR NAME AND TELEPHONE NUMBER AND THE MANAGER WILL CONTACT YOU AS SOON AS POSSIBLE.

HOWEVER, SHOUTING AND SWEARING AT STAFF WILL NOT BE TOLERATED UNDER ANY CIRCUMSTANCES AND VISITORS WHO ARE ABUSIVE MAY BE ASKED TO LEAVE OUR PREMISES.

PLEASE CONSIDER THE DIGNITY AND RESPECT OF ALL OUR RESIDENTS AND STAFF.

MANY THANKS

Moira McMahon, *Manager*