



EQUALITY AND DIVERSITY



KILBRYDE HOSPICE

Information for Patients, Families & Carers

Supporting equality and diversity

Kilbryde Hospice supports the principle of equality and diversity. This means we are committed to ensuring that everyone who engages with the Hospice is treated with dignity, fairness and respect.

This is irrespective of their age, gender, race, sexual orientation, marital or civil partnership status, religion or beliefs.

Our legal and moral responsibility

We have a legal and moral responsibility for ensuring that discrimination does not occur and that there is an effective policy in place which we monitor and review regularly.

We have a responsibility to provide an environment free from unlawful direct or indirect discrimination, harassment or victimisation.

Unacceptable behaviour

Harassment and discrimination may take many forms. It can be directed towards both men and women. It may relate to someone's race, age, sexual orientation, religion, physical or mental attributes or some other personal characteristic.

Harassment and discrimination may involve action or inaction, bullying behaviour, exclusion, comment or physical contact that the recipient finds objectionable, unwanted or offensive.

It may result in the recipient feeling threatened, humiliated, dejected, patronised, demoralised or less confident in their ability.

Condoning such behaviour may also be harassment and/or discrimination in itself.

Some examples of unacceptable conduct are:

- Verbal abuse, or insulting behaviour
- Jokes relating to an individual's protected characteristic
- The display or circulation of abusive material
- Threatening, bullying or coercive behaviour
- The ridicule of an individual on grounds of them having a personal characteristic
- Unsolicited or unwelcome advances, including touching, staring or commenting
- Comments of a sexual nature about a person's appearance

If you feel you are being harassed or discriminated against, please tell someone you trust as soon as you can.

About Kilbryde Hospice

Kilbryde Hospice is a voluntary independent hospice which exists to provide specialist palliative care to patients with life limiting progressive illnesses and to their relatives and carers. Services provided by Kilbryde Hospice are available to those people with palliative care needs. The service is provided free and does not discriminate on the basis of race, colour, faith, national origin, disability, sexual orientation, age or financial means.

We would like to hear from you!

We take all compliments, comments and complaints about our service seriously and deal with them in confidence. Kilbryde Hospice welcomes feedback on any of our services which can be submitted by post, or on our website.

www.kilbrydehospice.org.uk or by Email: info@kilbrydehospice.org.uk

Contact Us

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Registered Scottish Charity No. 032424

Registered Company No. SC224366

Should you feel that your complaint has not been resolved by Kilbryde Hospice, you may contact Healthcare Improvement Scotland regarding services delivered within Kilbryde Hospice or within a person's own home.

Healthcare Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, Telephone 0131 623 4300

www.healthcareimprovementscotland.org

Kilbryde Hospice aims to communicate effectively with all patients and carers. This document is available in braille format for those who are visually impaired. A translated version is also available for those whose first language is not English.

To facilitate this service, please call 01355 202020, or Email your request to info@kilbrydehospice.org.uk