

## Foundational Policy Against Harassment

We are committed to providing safe and quality medical care, treating patients and their family members with the utmost sincerity. If you feel that any of our staff members have handled your case inappropriately, please report it to the Patient Support Desk or Patient's Voice.

However, there are instances where demands and behaviors from patients, visitors related to the patient, and their family members go beyond the bounds of common sense and offend the dignity of our employees, including behaviors that deny their personalities, violence or the threat of violence, sexual harassment, and so on. These behaviors are serious problems. In order to respect the human rights of our employees, we will respond to such offensive demands, words, and actions in good faith and with a firm attitude.

We encourage our employees to report or consult with their superiors if they experience such behavior from patients or their family members and we will respond to such requests in an organized manner with, in some cases, cooperation with public agencies if necessary.

June 2024

Director, University of Tsukuba Hospital

## Customer Harassment in Our Hospital and Our Response to It

We define harassment as any of the listed behaviors or actions by patients, visitors related to the patient, or family members. Please understand that if harassment occurs and the relationship of trust between the patient and the hospital is damaged as a result, the patient may be temporarily or permanently denied treatment at our hospital.

These actions are strictly forbidden to protect the safety and dignity of other patients and staff. We ask for your understanding and cooperation.

※“Family members”, as used in this notice, includes all persons, organizations, and institutions related to the patient.

- (1) **Behavior that interferes with operations** : Acts that interfere with provision of medical services, such as unnecessarily forcing explanations multiple times or over a long period of time, prolonged loitering, trespassing in restricted areas, making repeated or persistent attacks on staff members' statements, making repeated or persistent complaints, making long or repeated phone calls to waste staff time, and repeatedly not following staff members' instructions when capable of doing so.
- (2) **Violent language** : Disorderly behavior such as shouting, booing, abusive language, insults, and the like.
- (3) **Threatening or intimidating words or actions** : Acts that cause or are intended to cause fear, such as making statements intended to harm the body, property, reputation, staring with intent to discomfort, hitting objects, etc.
- (4) **Insulting statements** : Use of insulting words such as "idiot" or "incompetent".
- (5) **Discriminatory statements** : Insults based on nationality, gender, and/or appearance, etc. or words that denigrate character and/or identity.
- (6) **Actual violence and similar acts** : In addition to physical attacks, forcible taking of staff members' belongings, breaking things, or intentionally damaging buildings and equipment, including cases in which there is a strong threat of such actions.
- (7) **Coercion and/or Blackmail** : To threaten to inform a social networking service or provide information to a news organization or notify the intent to perform an action causing disadvantage in order to get a request approved.
- (8) **Abuse of authority** : Exploiting one's own social status or position to force staff members to take special measures beyond the normal range.
- (9) **Defamation** : The spread of false information. Includes acts of slander (verbal), defamation (written), or disclosing private information on the Internet or social networking services.
- (10) **Sexual Harassment** : Inappropriate touching or causing touching of the body, sending of private and explicit messages, gestures, or letters, or making sexual comments or innuendo towards another.
- (11) **Invasion of privacy** : Requests for personal information (name, home address, non-official contact information) of staff members.
- (12) **Acts of bringing hazardous materials into the hospital**
- (13) **Requests without justifiable reason or excessive demands**
- (14) **Acts that disturb other patients**
- (15) **Other significant disruptive behaviors**