

Visitors Code Of Conduct

We extend a warm welcome to all visitors

At Catholic Healthcare we recognise our visitors as being important members of and contributors to the Catholic Healthcare community and family. Our visitors help maintain our residents' connections with their local communities, family and networks.

In recognising the important contribution of visitors to our aged care homes, it is also vital that visitors are mindful that they are in the home of our residents.

Catholic Healthcare requires visitors to our aged care homes to:

- ❑ Not visit if you are ill (e.g. fever, cough, sore throat, vomiting or diarrhoea) or have been exposed to infectious illness (e.g. Influenza, chicken pox, gastroenteritis) within the last 3 weeks;
- ❑ Act and behave in a manner that is respectful to the culture and beliefs of all individuals within our aged care homes;
- ❑ Act with respect, courtesy and honesty towards others;
- ❑ Protect and maintain the confidentiality, privacy and dignity of residents, staff and others;
- ❑ Not interfere with our ability to operate the home effectively and in the ordinary course;
- ❑ Act in accordance with Catholic Healthcare policies, procedures, Mission and Vision Statements;
- ❑ Act in accordance with the obligations imposed on our residents in the Charter of Residents' Rights and Responsibilities (which you can view at the Department of Health website at: <https://agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/charter-of-care-recipients-rights-and-responsibilities-residential-care>);
- ❑ Respect the rights of our staff to work in a safe environment free from harassment or intimidation in accordance with Work Health and Safety regulatory requirements;
- ❑ Keep children properly supervised at all times;
- ❑ Comply with all lawful requests of staff;
- ❑ Not take photographs or film staff or residents or post items on social media without the prior approval of the Residential Manager;
- ❑ Sign in and out of the Visitors Register when calling in on the Service, similarly when you take a resident out on an outing you are required to inform staff and use the register to identify their leave status and expected time of return.

Catholic Healthcare will not tolerate:

- ❑ Threatening or violent behaviour, abusive language, bullying, denigrating or defamatory language or other inappropriate conduct towards staff, other residents or other visitors.
- ❑ Any individual who is intoxicated, under the effect of drugs or threatens (verbally or physically) staff or others.
- ❑ Where visitors behave in a manner that is contrary to the requirements of this Code of Conduct:
- ❑ Catholic Healthcare automatically revokes the visitor's right to enter the aged care home;
- ❑ Visitors will be asked to leave the aged care home and if a visitor who is asked to leave refuses to do so, staff will notify the Police and request assistance in the removal of the offending person or persons;
- ❑ Catholic Healthcare may impose a ban on the visitor entering the Service or restrict the visitors hours of access to the service and may require the visitor to sign and comply with an undertaking before being readmitted;
- ❑ Catholic Healthcare may recover from the visitor the costs incurred in enforcing this Code and maintaining a safe aged care home including any reasonable associated costs. You agree to pay any costs incurred as a result of your behaviour in breach of the Code within 14 days of receiving notice from us.

We respect and welcome any feedback that you may want to provide on how we can improve our services. Feedback can be provided anonymously via continuous improvement forms or directly to our senior staff.