

CODE OF CONDUCT A GUIDE FOR VISITORS

Number: POL00128



Everyone has the right to feel safe

At James Milson Villages, our Code of Conduct is designed to ensure our residents, staff and visitors are safe at all times.

We want, and need, our retirement living and residential aged care communities to be welcoming spaces for all.

That means our staff treat residents with care, dignity and kindness and they treat our visitors with courtesy and respect. These obligations are set out in the Code of Conduct A Guide for Visitors.

In exchange, visitors are asked to treat staff with a corresponding level of civility and manners.

This note is designed to remind family & friends of their obligations when visiting our care homes.

We ask that visitors to our villages:

- ✓ Act and behave in a manner that is respectful to the culture and beliefs of all individuals within our villages and act with respect, courtesy and honesty towards others.
- ✓ Protect and maintain the confidentiality, privacy and dignity of residents, staff and others.
- ✓ Respect the rights of our staff to work in a safe environment free from harassment or intimidation in accordance with Work Health & 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.
- ✓ Provide evidence of having received the influenza and COVID vaccinations.
- ✓ Visiting pets must be advised in advance and under owner's control on a leash at all times.
- ✓ Sign in and out of the Visitors' Register when calling in to visit, and 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.*

In the interest of resident and staff safety, we will not tolerate the following behaviours:

- ✗ Threatening or violent behaviour, abusive language, bullying, denigrating or defamatory language or other inappropriate conduct towards residents, staff 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 this Code of Conduct:

- 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/s.

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- Where staff are subjected to threatening behaviour or abusive language via telephone, staff are authorised to terminate the conversation.

We hope you understand why our Code of Conduct is important. Our retirement living and residential aged care communities are both homes and workplaces.

Residents, visitors and staff have the right to feel safe at all times. If you have any questions, please contact feedback@jamesmilsonvillage.com.au.

Our homes are wonderful places to live and work and we will do all we can to ensure they remain that way.

Sincerely

A handwritten signature in black ink, appearing to read 'Ben Van Lierop', is positioned above the printed name.

Ben Van Lierop
Chief Executive Officer

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