

Visitor Code of Conduct

ABH expects that all visitors will cooperate to achieve our Vision, Values and Culture, understanding that we provide accommodation which is the home, to not only your family member or friend, but to other residents, all deserving to be respected and valued.

Our Values:

Excellence, Respect, Compassion, Stewardship, Integrity

ABH Responsibility

1. To provide a workplace and home for our residents:

- That is free from harassment and anti-social behaviour, where faith and spirituality, cultural diversity, sexual and gender diversity, disability, age, health and wellbeing and socio-economic status is respected.
- where the right to privacy and confidentiality is respected and upheld
- where the recognition of the right to a pleasant and professional workplace and home environment is upheld.

Visitor Responsibilities

1. All visitors have the following responsibilities to other visitors, residents and staff.

- To sign in and out of the building and comply with visiting times.
- To keep noise to a minimum so as not to disturb others.
- To comply with reasonable and lawful requests by staff. e.g. wearing masks, number of visitors allowed, NSW directives and public health orders.
- To smoke in the designated area only.
- To not consume alcohol or any illegal substance while in the facility at any time.
- To respect the property of others and not to damage or misuse the property.
- To be courteous and polite
- To show consideration and respect for the dignity and privacy of other residents
- To use the car park appropriately and as they are marked.
- To refrain from visiting if you are sick (fever, cough, sore throat, nausea, vomiting, or diarrhea).
- To understand that electronic recording devices, however named, when used for recording images/voices of staff or residents, is considered a breach to privacy and is against the law without permission from Ashfield Baptist Homes Management.
- To use designated areas only. i.e. public areas such as dining rooms, lounge rooms.

It is not acceptable to verbally abuse staff or residents, raise voices or become threatening in any way.

Behaviour that is threatening, harassing, abusive, violent or disrespectful is therefore not accepted and will not be tolerated.

Any relative or visitor who breaches any expectations as mentioned above or in any way poses a risk to a resident or staff member at Ashfield Baptist Homes and does not comply with reasonable requests by staff to stop, will be asked to leave.

If a relative or visitor who is asked to leave refuses to do so, staff will contact the Police and seek assistance.