Visitors Code of Conduct

CODE OF CONDUCT

Our staff are here to assist your loved ones. To do that, we need your cooperation.

We ask that you treat our staff respectfully at all times by:

- **Avoiding harassment and intimidation**
- **Communicating with staff in a respectful and courteous manner**
- **Allowing staff to complete their duties without obstruction or interference**
- **Understanding that staff may at times have to manage competing demands from residents**

ROSEWOOD
welcome home

THE ROSEWOOD WAY

We also ask that you act in a manner that reflects the 'Rosewood Way' at all times by:

- **Respecting the diverse range of cultural and ethnic backgrounds of our staff and residents**
- **Being tolerant and respectful of other visitors**
- **Not raising your voice, swearing or using offensive or derogatory language**
- **Respecting the privacy of all residents and staff**
- **Avoiding taking photographs or video of other residents without first obtaining their consent**

SAFETY REQUIREMENTS

We ask you to comply with all safety requirements, including:

- **Logging in and out (or using your swipe card at Reception each time you visit**
- **Completing the leave book at Reception if you are taking your loved one out of the facility**
- **Not entering if you are under the influence of drugs or alcohol**
- **Not bringing drugs or alcohol into the facility (except, in the case of alcohol, if permission has been obtained from the nurse)**
- **If you are feeling unwell, checking with staff to ensure you are not going to risk residents' health prior to visiting**
- **Supervising visiting children in your care at all times**
- **Keeping pets restrained**
- **Avoiding damage to Rosewood property or facilities**

CONSEQUENCES OF BREAKING THE CODE OF CONDUCT

Rosewood is our residents' home, and is private property

If you breach the Code of Conduct you may:

- **Be asked to leave immediately, or be assisted to leave by the police**
- **Be reported to police**
- **Have restrictions placed on future visits, including total exclusion from visiting**

