

# Visitor Code of Conduct



## Welcome to Evergreen Life Care, where our core values include:

*Integrity - Diversity - Empathy - Commitment - Respect - Collaboration - Benevolence*

Yallambee Lodge is the home of your family member or friend and we welcome your contact. It is also the home of many other individuals and the workplace of our staff, without whom, we could not provide care and services.

Aged care providers have many responsibilities under Aged Care Quality Standards, Charter of Aged Care Rights and Workplace Health and Safety legislation, including the provision of an environment that:-

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

## Visitor Responsibilities

To protect the dignity and rights of all who live and work here, visitors have the following responsibilities:

- To comply with visitor booking procedures, sign-in protocols, temperature checking and visiting times
- To demonstrate an up to date flu vaccination or complying medical certificate<sup>1</sup>
- To respond honestly to screening questionnaires about COVID-19 risk factors
- To refrain from visiting if you are sick (fever, sore throat, cough, nausea etc)
- To adhere to infection control precautions (tightened due to COVID-19) including:
  - Hand sanitizer/handwashing on entry, before and after touching anything
  - Maintain 1.5 m distance from others (no kissing, hugging, shaking hands)
  - Use of personal protective equipment (PPE) if instructed by staff
  - Remain in resident room or designated visiting area
- To be courteous and polite
- To keep noise to a minimum so as not to disturb others
- To show consideration and respect for the dignity and privacy of others
- To refrain from behavior which may harass or bully another person
- To speak to the RN in charge if you have a concern so it can be resolved peacefully. Refer to complaint guideline for escalation options if required.

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<sup>1</sup> The Chief Medical Officer has confirmed 4 reasons that a person may have an exemption:

- i. a history of previous anaphylaxis following vaccination or
- ii. those who have had Guillain-Barré Syndrome following previous flu vaccination; or
- iii. those on check point inhibitor drugs for cancer treatment or
- iv. are immunocompromised.

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- To comply with lawful requests by Staff and Management
- To respect the property of others and not to damage or misuse the property
- To refrain from smoking on the premises
- To respect privacy laws and refrain from using electronic recording devices, however named, for recording images/voices of staff or residents without permission of Evergreen Life Care management.
- Not to visit when under the influence of drugs or alcohol

## Boundaries

It is not acceptable to verbally abuse staff or residents, raise voices or become threatening in any way. Behaviour which is threatening, harassing, abusive, violent or disrespectful is therefore not accepted and will not be tolerated.

Any relative or visitor who breaches the code of conduct above or in any way poses a risk to a resident or staff member at Evergreen Life Care and does not comply with reasonable requests by staff to stop, may be asked to leave or have restrictions place on their access.

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

During COVID-19 pandemic, we are committed to the Industry Code for Visiting Residential Aged Care Homes During COVID-19, and will update our visiting guidelines and policies periodically in accordance with risk factors and legal requirements.

In the event of an infectious outbreak, it may be necessary to cease visitation temporarily at short notice.

We thank you for cooperating with additional precautions or visiting restrictions where necessary for community safety.

## Related Documents

- Yallambee Lodge Visiting Guidelines
- Evergreen Complaints Guideline for Consumers
- Aged Care Act 1997 (Cth), User Rights Amendment (Charter of Aged Care Rights) Principles 2019
- Aged Care Quality Standards – Quality of Care Amendment (Single Quality Framework) Principles 2018
- Charter of Aged Care Rights
- Privacy Act 1998 (Cth) and Australian Privacy Principles
- Work Health Safety Act 2011 (NSW) and Work Health and Safety Regulations (NSW) 2017

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