

**MYVISTA QUALITY SYSTEMS
POLICIES AND PROCEDURES**

Visitor Code of Conduct

Policy and Procedure Number:	C – G 34
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Approved By	Board / CEO
Signed	

MYVISTA extends a warm welcome to all visitors.

MYVISTA Values are: -

- Respect,
- Care and Love
- Contribution

MYVISTA is the home of your family member or friend, and we welcome you. It is also the workplace for our staff, volunteers, contractors, and associates/health professionals who without we could not provide the care and services.

Aged care providers have many responsibilities under the Aged Care Act, Quality Standards, Aged Care Rights, Code of Conduct, Workplace Health Safety legislation and all required state and commonwealth 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 are 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 well-being, dignity, and rights of all who live and work at MYVISTA, visitors have the following responsibilities:

- To comply with visitor sign-in protocols and screening protocols in an honest manner; and demonstrate and comply with up-to-date vaccination as and if required.
- To use respectful, appropriate language and behaviour (this includes not using suggestive or explicit words, phrases, gestures or actions) as this will not be tolerated.
- Not to use physical or verbal threats and or assault – this will not be tolerated
- Be aware of supported reception visiting times versus unsupported times where there could be delays in responding to visitor access.
- To refrain from visiting if you are sick (fever, sore throat, cough, nausea, gastro etc)
- To adhere to infection control precautions and processes as required including (washing hands or use of hand sanitiser on entry, and exit and during visits, the use of PPE, and not visiting in dining rooms during meal times).
- 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 behaviour which may harass or bully another person
- To speak to the Nurse in charge if you have a concern so it can be resolved peacefully.
- Refrain from contacting staff/ managers out of hours over matters that are not directly related to customer care and safety.
- Provide feedback utilising our complaint process for escalation options if required.
- To comply with lawful requests by Staff and Management
- To respect the property of others and not to damage or misuse the property
- Refrain from smoking/vaping on MYVISTA property/premises.
- To respect privacy laws and refrain from using electronic recording devices, however named, for recording images/voices / digital images of staff or residents without permission of MYVISTA management.
- Not to visit when under the influence of drugs or alcohol.

Communication and Partnering with us about this Visitor Code of Conduct

If you are a visitor and you observe witness or suspect unacceptable behaviours, attitudes or unacceptable language being used while visiting, please be our eyes and ears and let us know as soon as possible by talking to the Registered Nurse, Clinical Nurse Lead / Clinical Nurse, Manager or reception staff, or send an email to info@myvista.com.au.

We encourage all visitors to help us to keep MYVISTA a positive, caring and effective environment for everyone.

All visitors will be provided a copy of the Visitor Code of Conduct at pre-admission or admission, be available on the MYVISTA website, and hard copies available on our pamphlet displays or from reception.

If you have questions about this Visitor Code of Conduct, please speak with the Manager or Clinical Nurse Lead.

In the event of an infectious outbreak, it may be necessary to cease visitation temporarily at short notice. This would be communicated to the primary contact/visitors of customers. We thank you for cooperating with additional precautions or visiting restrictions where necessary for community safety.

What happens if these guidelines are not followed – Boundaries

It is not acceptable to verbally abuse staff, residents or other visitors, 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** this code of conduct or in any way poses a risk to a resident, customer, staff member or another visitor at MYVISTA who does not comply with reasonable requests by staff to stop, will be asked to leave and or have restrictions placed on their future access.

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