



Ashfield
Baptist Homes
Caring for life

VISITOR CODE OF CONDUCT

ABH warmly welcomes and encourages visitors and relatives to the facility, recognising them as valued members and important contributors to the ABH community and family.

In recognising the important contribution of visitor/relatives to our facility, it is also vital that visitors/relatives are mindful of the organisation's expectations during visits.

VISITOR RESPONSIBILITIES

RESPECT & COURTESY

Visitors must act with respect, courtesy, and honesty towards residents, staff, and others, at all times.

PRIVACY & CONFIDENTIALITY

Maintain the privacy, dignity, and confidentiality of residents and staff, and refrain from using electronic devices for recording without permission.

SAFE ENVIRONMENT & BEHAVIOUR

Visitors should ensure children are supervised, pets are kept on a leash, and act respectfully to all staff and visitors. Harassment or intimidation directed towards staff is not tolerated.

COMPLIANCE WITH REQUESTS

Visitors must comply with reasonable staff requests, such as signing in, following health guidelines, and adhering to instructions during emergencies or outbreaks.

COMMUNICATION & CONCERNS

If any concerns arise, visitors should speak to the RN in charge or care manager in their area.

Ashfield Baptist Homes reserves its rights to take any action deemed necessary to prevent any disruption by any persons on facility premises.
All visitors accept this Code of Conduct upon entering the premises.