



Uniting AgeWell Visitor Code of Conduct

In keeping with our values of Kindness, Respect, Integrity, Innovation and Inclusion, we ask all visitors to our Communities to:

- › Treat everyone with courtesy, dignity and respect
- › Allow Uniting AgeWell staff and contractors to work in a safe, supportive and smoke free environment
- › Respect the skills of our staff to deliver the best possible service in the manner that they have been instructed and trained
- › Respect the religious, spiritual, cultural and gender identity preferences of others
- › Respect a person's privacy
- › Refrain from providing care to other residents without the assistance of a staff member

Uniting AgeWell does not tolerate:

- › Verbal abuse in person or by phone including but not limited to: shouting, abusing, swearing and racist comments
- › Abuse in writing including emails and letters containing demeaning comments to or about Uniting AgeWell staff, contractors, volunteers or other residents
- › Communication that could reasonably be conceived as excessive, intimidating or discriminatory
- › Intimidating behaviours including physical and psychological
- › Physical assault, such as striking, throwing objects, pushing, shoving
- › Any form of inappropriate sexual innuendo or behaviour
- › Damage to or misuse of property

Failure to adhere to the Code of Conduct may result in:

- › The visitor being asked to leave the premises immediately
- › A call to police to provide assistance
- › Future restrictions or denial of access to the facility
- › Uniting AgeWell pursuing mediation or legal action if it is deemed necessary

Thank you for showing respect to all within the Uniting AgeWell Community.

