



# Uniting AgeWell Visitor Code of Conduct

**In keeping with our values of Respect, Partnership, Wisdom, Fairness and Stewardship, we ask all clients and families 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
- 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.

