

# Visitor Code of Conduct

By entering Montefiore premises, all visitors accept the below Code of Conduct. Thank you for your cooperation.

## WHEN DEALING WITH STAFF, CONTRACTORS & VOLUNTEERS, VISITORS SHOULD:

- Treat them with courtesy and respect at all times
- Comply with all lawful and reasonable requests by staff including those pertaining to this Code
- Not engage in any verbal or physical harassment – verbal abuse, threats, antisocial behaviour and physical abuse of staff will not be tolerated
- Raise any complaints or concerns with the relevant Executive Care Manager, or via the Customer Assurance Department:  
P (02) 9879 2777  
E [feedback@montefiore.org.au](mailto:feedback@montefiore.org.au)
- Register at the reception desk on arrival
- Keep noise to a minimum so as not to disturb other residents and visitors
- Treat Montefiore property and that of its residents with care and respect
- Show consideration and respect for the dignity and privacy of residents
- Avoid filming or photography in public areas without prior approval from the Communications Department:  
P (02) 8345 9253  
E [communications@montefiore.org.au](mailto:communications@montefiore.org.au)

## WHILE ON THE PREMISES, VISITORS SHOULD:

- Stop only in designated drop-off areas and park only in designated visitor parking areas, to ensure access to emergency vehicles.
- Drive slowly and follow speed restrictions for the safety of elderly pedestrians
- Ensure children are supervised by an adult at all times
- Keep visiting pets on a leash, and away from dining areas and cafes
- Smoke only within designated outdoor areas

## WHERE VISITOR BEHAVIOUR DOES NOT COMPLY WITH THE ABOVE, AUTHORISED STAFF MAY:

- Request that visitors adhere to this Code of Conduct
- Request that visitors leave the premises
- Take all reasonable and necessary action to escort offenders from the premises and ensure they do not return
- Take any necessary further action to prevent disruption by any persons upon the premises, including the involvement of police or other legal authorities