



Consumer & Visitor Code of Conduct

At GV Health, we are committed to providing a safe and respectful environment for everyone. To ensure this, please adhere to the following standards.

Required standards of conduct (Patients, Visitors and Consumers)

- **Respect & Consideration:** Treat others with kindness, and respect the dignity and privacy of patients.
- **Courteous communication:** Be polite to everyone visiting and working at GV Health.
- **Keep Noise to a Minimum:** Help create a peaceful environment for all.
- **Supervise Children:** Ensure that children are under adult supervision at all times.
- **Follow Staff Guidance:** Comply with lawful requests from our staff, who are here to help.

Zero-tolerance behaviours

GV Health has a zero-tolerance policy regarding certain behaviours, including:

- **Damage or Theft:** Respect the property of others and refrain from damaging, misusing, or stealing any property.
- **Threatening behaviour:** Any form of threatening behavior towards staff or other individuals will not be tolerated, including abuse, violence or threats of violence.
- **Weapons:** Dangerous items or weapons are strictly prohibited
- **Smoking or Vaping:** Smoking and vaping are not permitted on our premises.
- **Alcohol and Drugs:** Consumption of alcohol or possession of illegal drugs is strictly prohibited.

Consequences of breaching the Code

If you do not adhere to this Code of Conduct, GV Health may take the following actions, depending on the severity of the behaviour:

- **Verbal Reminder:** Staff may remind you of the required conduct.
- **Request to Leave:** You may be required to leave the premises if necessary.
- **Further Action:** For serious or repeated breaches, GV Health may issue a behaviour contract, provide a Not Welcome letter, or report criminal behaviour to the police.

To report behaviour of concern, please speak with a manager, reception, staff, or security if in attendance. Thank you for helping to maintaining a safe and welcoming environment for everyone at GV Health.