

Visitors Guide

We aim to provide a safe and caring environment for all our staff, residents and visitors.

Visitors are very important to us and we value the role you play in bringing comfort, compassion, hope and joy to people living in our communities. Often the highlight of the day, visitors align with our resident-centred model of care and Eden Alternative™ Philosophy that encourages connected communities with spontaneity and joy.

To help ensure your visit is enjoyable, please:

- Respect others privacy and property and be courteous and polite to all.
- Be mindful and refrain from actions that may impact on the health and safety of others. This includes refraining from visiting if you have flu or gastro symptoms.
- Comply with our policies and lawful, reasonable directions from our staff (this may be in regards to health and safety).
- Allow staff to care for your loved one in a safe environment.
- Ensure that children are accompanied by a responsible adult at all times.

We encourage you to plan your visit at a time that suits your loved one to ensure you both get the most out of your time together.

For the safety of our community members and staff, if you do not comply with these requests we may ask you to leave, and if your behaviour and actions continue we may restrict your visits.

Wesley Mission Queensland staff commit to treating you with respect and courtesy. We look forward to welcoming you into our home.