



Woodstock Hospital (WH) is committed to providing a safe, respectful, and inclusive environment for all. To achieve this, we have created a Patient & Visitor Code of Conduct to help us:



- ✓ Create a safe environment for patients, families, visitors, and staff
- ✓ Reduce workplace violence while supporting patients' health and psychological well-being
- ✓ Respond consistently to inappropriate behaviour when safety is at risk

HOW CAN I HELP?

When you visit WH, we ask that you:

- Speak to staff, other patients, families, and visitors with kindness, dignity, and respect
- Respect patient privacy and avoid disrupting other patients' care or experience
- Receive consent for anyone involved in a photo or video within all hospital and patient care areas
- Maintain a calm and safe environment for all

Behaviours that will NOT be tolerated. Turn over! ➡



Behaviours that will NOT be tolerated include:

- Shouting, threats, or verbal abuse
- Physical aggression or intimidation
- Discrimination or harassment of any kind
- Damaging hospital property
- Unauthorized photography or video recordings

When **SAFETY** is compromised:

We are committed to working collaboratively with patients, families, and visitors to ensure a safe and respectful environment. While we strive for positive resolutions, we understand there may be situations where this is not possible.

Please be aware that failure to follow these guidelines may result in restricted visitation, security intervention, or, if necessary, involvement of law enforcement.

OUR COMMITMENT TO YOU

When it comes to reinforcing the Patient & Visitor Code of Conduct, our staff will:

- Communicate clearly, patiently, and kindly, without judgement
- Provide simple instructions and information to explain that the behaviour is not acceptable
- Use reasonable de-escalation strategies to maintain boundaries and work towards creating a safe space for everyone
- Assess the risk and seek intervention if necessary



Thank you for helping us
make Woodstock Hospital
a safe space for all.

