

## Isabella Dilworth Lodge – Visitor Policy

The purpose of this policy is to ensure that students receive a fair assessment when entering the Isabella Dilworth Lodge.

<b>Last Review</b>	August 2021
<b>Next Review</b>	August 2023
<b>Approval</b>	November 2021
<b>Effective Date</b>	November 2021

### 1. Purpose

The purpose of this policy outlines the rules for receiving visitors at our Premises. We want to ensure that visitors will not pose threats to our property, and we want our students and House family to be safe and not exposed to danger.

### 2. Scope

This policy applies to all visitors, students, contractors, external vendors, stakeholders, staff and the public, with the exception of friends and families (referred to as personal visitors)

### 3. Policy Elements

The following rules apply to all visitors, with the exception of personal visitors. Visitors who do not follow these rules will be asked to leave and further action may be taken.

- Visitors should sign in electronically on the iPad provided near the entrance door.
- Visitors carrying out work on the premises are expected to wear company identification cards at all times
- Visitors such as contractors should be police vetted if students are going to be present while they are working. Those who aren't police vetted, must be accompanied by the Building Manager if House parents are unable to be home.

- All work where possible should be carried out in the presence of an Isabella Dilworth Lodge House parent, during school times while students are at school.
- House parents should be notified when visitors/contractors will be entering the Lodge.
- **A minimum of 48 hours notice must be given** to the house parents advising when contractors are due to arrive to complete work. Unless in an emergency, work should take place as soon as possible.
- House parents can request for maintenance work to be carried out by completing the maintenance request form, available on the school splash page.
- Internet usage covers our visitors while they are on the premises. Visitors must not misuse our internet connection, disclose confidential information or take photographs without permission.
- Visitors should only remain in the shared spaces of the house, unless given permission to enter the private spaces.

Contractors who currently have a regular schedule are:

- Gardener, 3 weekly cycle
- Chandelier cleaner, annually
- Fire protection services, monthly
- House cleaner, as and when required

## 4. Concerns and Complaints

Visitor wanting to raise concerns may do so by emailing [safeguarding@dilworth.school.nz](mailto:safeguarding@dilworth.school.nz)

Visitors wanting to make a complaint, must do so by emailing [feedbackandcomplaints@dilworth.school.nz](mailto:feedbackandcomplaints@dilworth.school.nz) or at any time contact Claudine Nathan, Director of Student Services phone 09 5223759.

Alternatively on our website [www.dilworth.school.co.nz](http://www.dilworth.school.co.nz) you can register a complaint.

By raising a complaint or concern, this will not affect scholarships or any other opportunities at Dilworth School.

## 5. Personal Visitors

All personal visitors of Isabella Dilworth Lodge's House family may visit with the understanding that Dilworth students are housed here at times.

Personal visitors who could potentially act as relief house parents should be Police vetted and may be called on as relief house parents where an emergency situation should arise. Please refer to the Relief House parent policy for more information.