

ISABELLA DILWORTH LODGE VISITOR PROCEDURE

PURPOSE

The purpose of this procedure is to outline rules and requirements for receiving visitors at Isabella Dilworth Lodge.

At Isabella Dilworth Lodge 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.

SCOPE

This procedure 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.)

PROCEDURE

1. Requirements for Visitors to Isabella Dilworth Lodge

The following requirements 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 must sign in at the front entrance. Visitors carrying out work on the premise are expected to wear company identification cards at all times.
- Visitors such as contractors should be police vetted if students are going to 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.
- 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:
 - House Cleaner – as and when required

2. Concerns and Complaints

Visitors wanting to raise concerns may do so by emailing safeguarding@dilworth.school.nz.

Visitors wanting to make a complaint may do so by:

- emailing feedbackandcomplaints@dilworth.school.nz
- contacting the Director of Student Services – phone 09 5223759
- using the [Complaints and Feedback Form](#) on the Dilworth School website.

Raising a complaint will not affect scholarships or any other opportunities at Dilworth School.

3. Personal Visitors

All personal visitors of Isabella Dilworth Lodge’s House Family may visit with the understanding that Dilworth students are house in the Lodge at times.

Personal visitors who could potentially act as Relief House Parents should be police vetted and may be called upon as relief house parents where an emergency situation should arise. Please refer to the *Relief House Parent Procedure* for more information.

DEFINITIONS

The following definitions apply to this document:

- **Personal visitors** – *friends and family members of the Isabella Dilworth House Family*

KEY RELEVANT DOCUMENTS

- Student Protection Policy – DTB PO SG 01
- Student Safety, Code of Conduct for Staff – DTB PO SG 02
- [Visitor and Contractor Management Policy - DTB PO HS 11](#)
- People Living Onsite Policy – DTB PO BRD 02 (in development)
- Visitors to Boarding Procedure (in development)

DOCUMENT MANAGEMENT AND CONTROL

Approved	November 2021
Last Reviewed	October 2024
Review	October 2026