

# ST AIDAN'S DAY CARE CENTRE LTD

## QUALITY POLICY STATEMENT QP-20

### **Title: CARERS/STAFF CODE OF CONDUCT**

We are committed to providing the best quality of care to all those who use our services. We expect all our staff to abide by our Code of Conduct.

All Carers/Staff will:-

1. Maintain the high standards of service delivery by:
  - discharging responsibilities conscientiously, honestly and impartially;
  - always acting within the law; and
  - performing duties with efficiency, diligence and courtesy.
2. Observe appropriate behaviour at work by:
  - dealing with the public sympathetically, fairly and promptly; and
  - treating colleagues with respect.
3. Maintain the highest standards of probity by:
  - conducting themselves with honesty, impartiality and integrity;
  - never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions;
  - implementing and abiding by guidelines in respect of offers of gifts or hospitality; and
  - avoiding conflicts of interest.
4. Act in good faith toward and in the best interests of the Service by:
  - supporting the Service and its personnel in the performance of its functions;
  - promoting the goals and objectives of the Service and not undermining any of them through action or omission;
  - ensuring any actions taken maintain public confidence in the Service.
5. Act impartially in the performance of their duties.
6. Carry out duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken while undertaking services for the Service.
7. Ensuring that views or actions taken related to public political activities are not presented or interpreted as official comment on behalf of the Service.
8. Respecting the constraints of the law.
9. Must not improperly disclose information gained in the course of their work.
10. Respecting the privacy of medical or personal information of patients/service users, Provider Personnel or other health service business.
11. Maintain the highest standards of service in all dealings with the public.

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12. Have due regard for the services resources to ensure proper, effective and efficient use of public money.
13. Show respect for colleagues and service users including beliefs and values.
14. Not use their position to benefit themselves or others with whom they have personal or business ties.
15. Not engage in outside business or activities which would in any way conflict with the interests of their function.
16. Not receive or accept benefits of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. All gifts and benefits received must be disclosed to a more senior manager or designated person.
17. Not accepting hospitality of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. Every care must be taken to ensure that any acceptance of hospitality does not influence, or be seen to influence, the making of decisions; and
18. Ensure clear and appropriate standards are in place and notified to all Provider Personnel in relation to all of the above.
19. Employees who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to their employer. The employee must make such a report to his/her supervisor (who, in turn, will advise the Director of Human Resources) or directly to the Director of Human Resources.

Our Code of Conduct for all our staff has been developed in consultation with our residents. In addition to this all staff adhere to the Codes of Conduct of their own professional body association or regulatory body.

**NATIONAL STANDARDS FOR RESIDENTIAL SERVICES FOR CHILDREN AND ADULTS WITH DISABILITIES** – This policy addresses:

Theme 7: Responsive Workforce

Standard 7.1

Feature 7.1.9