

PROFESSIONAL CODE OF CONDUCT

The purpose of this policy is to outline the DRCT's expectations regarding professional conduct and unacceptable behaviour of Employees working with clients. It is expected that all staff understand and support the stated mission statement, and goals of the Disabilities Resource Centre Trust.

To provide clients of the DRCT with Employees who uphold the privacy, respect, dignity and safety of the client when working with them. Employees will carry out their duties in a professional manner whilst observing codes, legislative requirements and policies and procedures of the DRCT.

All staff are expected to operate with integrity. The following behaviours are clearly unacceptable and will result in disciplinary action. The list is not exhaustive and the DRCT reserves the right to add, amend or delete items on this list from time to time.

Misconduct

The DRCT considers the following actions to be misconduct and if breached by an employee, may result in a warning being given.

- Not complying with DRCT policies and procedures.
- Breaches of client or DRCT confidentiality.
- Failure to report any accident or safety breach immediately to management.
- Wasting time or materials.
- In client homes without being on official DRCT business.
- Not on the premises and completely ready to start work at the required start time.
- Failure to report lateness or absence to management prior to required start time.
- Leaving an assigned place of work without authority, not completing the stipulated hours of work, continual lateness, or lack of application to an assigned task.
- Non-compliance with time recording procedures.
- Smoking in restricted places, or outside break times.
- Not dressed and groomed in a clean, tidy and professional manner (including name badge) when on duty.
- Posting offensive notices.
- Interfering with or preventing another employee from carrying out their work.
- Insistent imposition of personal beliefs on others.
- Misuse or unauthorised use of DRCT or client property.
- Behaving in an irresponsible manner.
- Act as a witness to any legal document pertaining to the client's personal or financial affairs
- Not adhering to the work boundaries set for staff learning new tasks under supervision.
- A sexual relationship with a client who has received services from the employee in the previous 6 months.
- Non disclosure of the development of an intimate relationship with a client to the Home Care Co-ordinator, Home Care Manager or Chief Executive Officer.
- Not disclosing the receipt of a gift given as a result of business conducted on behalf of the DRCT.

Serious Misconduct

The DRCT considers the following actions to be serious misconduct by an employee and if breached, may result in an employee being instantly dismissed from their employment.

- Bringing unauthorised alcoholic liquor or non-prescription drugs into the workplace, and/or consuming these without management consent. Displays of aggression or dissatisfaction about a situation in-front of clients including abuse of colleagues, clients, their families, Whanau or any person you deal with in the course of your work – including verbal, physical, emotional or sexual abuse, violence or threats of violence.
- Failure to carry out procedure if unable to work.
- Failure to report to DRCT management any concern or case of client abuse by an employee or volunteer.
- A highly intimate or sexual relationship with a current client.
- Breaches in client or DRCT confidentiality.
- Unauthorised removal or loss of DRCT keys.
- Unauthorised possession or removal of property not belonging to self. It is DRCT's policy to prosecute.
- Giving away services of the DRCT free of charge without the authority of DRCT management.
- Refusal to carry out the lawful instructions of management and/or walking off the job. Unreasonable refusal to perform tasks that are within your current job description without being willing to engage in mediation
- Falsification of records, including time sheets.
- Deliberate acts adversely affecting hygiene, safety, quality or the reputation of the DRCT, clients, suppliers or employees.
- Wilful damage to property or malicious conduct that would affect the business or reputation of the DRCT.
- Any form of physical or emotional abuse, neglect or violence against another person.
- Gambling in the workplace without management consent.
- Rudeness or abusive language.
- Unauthorised acceptance of any gift, fee, gratuity from a client, Whanau or Supplier.
- Misrepresenting the DRCT, self and/or others for personal gain.
- Unauthorised disclosure of confidential information.
- Reporting for work in such a condition that duties are unable to be performed properly or safely.
- Activities resulting in the injury of another person.
- Harassment of any kind, sexual or otherwise including physical or verbal behaviour of a sexual nature, which intrusive, embarrassing or unwelcome. This can include behaviour such as sexually oriented jokes or e-mails, jibes or abuse, offensive gestures or comments, unwanted and deliberate physical contact or requests for sexual contact.
- Not declaring any criminal convictions acquired since the Police check completed on your entry to the Disabilities Resource Centre Trust
- Criminal conviction, leading to imprisonment or adversely affecting ability to carry out assigned work.
- Unauthorised absence from work.
- Misuse of fire or safety equipment.
- Any fundamental breach of the contract of employment.

Employees are required to:

- The Employee is responsible for introducing themselves to the client. The client will have been given the Employee's name. Employees are always to introduce themselves at the door on arrival.
- Observe the Health and Disability Code of Consumer Rights when dealing with clients.
- To have read and understood the Code of Conduct Policy that outlines what behaviour is considered unacceptable by the DRCT.
- Take all practicable steps to keep themselves and their client healthy and safe by following DRCT Health and Safety and Infection Control policies and procedures.
- Contact their Coordinator, or Team Manager as soon as possible if they feel unsafe in the presence of the client or their family and friends. Appropriate action will follow to ensure the safety of employees.
- Contact their Coordinator or Team Manager to seek assistance and/or advice as soon as possible where they do not believe that they have the skills or experience to manage the client's requirements.
- Respect each client has different standards. Employees are not to criticise or pass judgement on the client's lifestyle. This includes appreciating cultural preferences of the client and not doing anything that may conflict with the client's beliefs.
- Honour each client's entitlement to privacy, respect and dignity and to be cared for as an individual.
- Always listen to the client.
- Encourage the client to remain as independent as possible.
- Respect the confidentiality of the client and not disclose information about the client to third parties unless it is to protect the safety of the client and has the consent of the DRCT.
- Follow the instructions outlined in the Client's individualised Service Delivery Plan. Any variations must have the written approval of the Coordinator, or Team Manager.
- Make personal calls on own time and not when working with the client.
- Notify their Coordinator or Team Manager as soon as possible if they notice any changes in the client's condition, behaviour or needs.
- Report any accidents, near-miss accidents or incidents to the DRCT and an Incident/Accident form completed as soon as practical.
- Never provide their Client or Clients Family Member with their personal telephone numbers, either home telephone number or mobile telephone number.

Emergency Situations

In an emergency situation, employees are required to act as follows:

- If the situation is life threatening, contact the Emergency Services by phoning 111.
- Ensure that their client is as safe, warm and comfortable as possible.
- Where there is a possibility of broken bones, employees are NOT TO MOVE the client.
- Ensure that the client's medication is together and near the client for when the emergency staff arrive. The employee is to then stay to the client until help arrives. If the client is removed from the home, employees are to ensure that the home is secure before they leave.
- Phone a Coordinator or Team Manager on (07) 307 1447 or 0800 227363 as soon as possible.

UNSATISFACTORY PERFORMANCE :

Where it is considered improvement is required in an employee’s performance or conduct of work, the employee will be interviewed and a clear indication of what is considered unsatisfactory will be given, the employees’ views will be sought. The action required to rectify will be determined and time given to do this, and, an oral warning given if that is required. A written record of the interview will be kept on the employee’s staff file.

If satisfactory improvement within the given time does not happen, then a second interview will be held. The employee will be given a written warning that refers to the previous oral warning which also says dismissal without further notice may follow if sufficient improvement is not achieved within a further specified period. The employee will be asked to co-sign this.

At the conclusion of the second specified period, if it is assessed sufficient improvement has not taken place the employees’ services may be terminated.

Where misconduct is considered to have taken place, the employee will be interviewed, their view sought and if Misconduct is upheld, an oral warning will be given. A written record of that interview will be kept on the employees staff file.

If the same or a similar event occurs then a second interview will be held where the employee will be given a written warning (that refers to the previous oral warning) which will also say dismissal without further notice may follow if sufficient improvement is not evident. The employee will be asked to sign this. Immediate dismissal may follow for a further breach of Misconduct.

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Employee

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Date