

## **HUMAN RESOURCES MANUAL**

Subject **CODE OF CONDUCT**

Section: **Human Resources**

Approved By: **Senior Management Committee**

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### **POLICY**

Fairhaven is committed to providing a Code that clearly outlines the standard of conduct required of its employees, volunteers, residents and families. The rationale behind the Code is outlined below. It is the responsibility and duty of every staff member (employee and volunteer) to ensure he/she:

- understands and follows Fairhaven's Code of Conduct (Code) at all times
- discusses any situation of concern or doubt concerning the Code with his/her supervisor
- reports any breach or possible breach of the Code to a supervisor, the Manager of Human Resources (HR), Director Resident Care, or the Executive Director (ED)

Employees who belong to professional associations are expected to also abide by their Association's code of ethics and professional standards.

### **RATIONALE**

- a) Fairhaven has a positive reputation for providing high quality care, responding to community need, following ethical operating practices and maintaining high integrity in its operations. It is very important to maintain this reputation for the benefit of residents, staff, and the viability of the organization.
- b) Fairhaven has a legal and moral obligation to provide a healthy, safe, and harmonious environment for both residents and staff, which requires an atmosphere of good ethical conduct.
- c) Fairhaven is owned and accountable to the City and County of Peterborough.
- d) Fairhaven relies upon community financial support through taxation and donation.
- e) Fairhaven operates in cooperation and in competition with other long-term care homes.

### **SCOPE**

The list below is not to be considered all-inclusive. New issues arise and evolve with new technology developments and societies' attitudes and priorities. The policy is divided into the following sections:

1. Confidentiality of Information - Resident, Employee, and Corporate
2. Communicable Disease
3. Personal Presentation
4. Chain of Command
5. Abiding by the Law
6. Interpersonal Relations
7. Respect for Property
8. Off Duty Conduct

**Section 1:**

**Confidentiality of Information - Resident, Staff, and Corporate**

- a) It is every staff member's responsibility to ensure that all information they communicate, whether oral or recorded, be as accurate as possible.
- b) No staff shall willfully mislead others.
- c) No staff shall use or share information inappropriately or for his/her own gain.
- d) Staff who have access to confidential information are responsible for safeguarding this information.
- e) When a staff stops working at Fairhaven, it is expected that he/she will not share information to which they were privy in the course of their work at Fairhaven.
- f) Fairhaven policies, manuals, forms, etc. are not copied (physically or digitally) and shared outside of the organization without authorization by a Director.
- g) All rights and title to tangible or intellectual property produced by staff during the course of employment with Fairhaven belong to Fairhaven.

**Section 2:**

**Communicable Disease**

Fairhaven works in conjunction with the Peterborough County/City Health unit to initiate and evaluate preventive measures related to communicable diseases.

Staff are expected to:

- Adhere to all preventive measures at Fairhaven and any other care homes at which they are employed
- Practice good hand hygiene at all times

- Avoid spreading infection to residents or other staff by not coming to work at Fairhaven when they have any type of illness or infection that is communicable. If in doubt, contact your supervisor before starting your shift.

**Section 3:  
Personal Presentation**

Staff are expected to be appropriately groomed and dressed while on duty. Staff behaviour is to be friendly but professional while on the premises and appropriate for the situation. Staff identification must be worn at all times when on duty.

**Section 4:  
Chain of Command**

The Management Team is committed to ensuring that ample communication takes place throughout the home for the benefit of all staff. When issues arise, staff are encouraged to discuss their concerns with their supervisor. Such discussion will not affect the staff's performance appraisal or subject the individual to any other adverse consequences.

All staff are expected to meet established standards of performance for their position, as well as the professional bodies they belong to. Failure to meet these standards due to carelessness, inattentiveness, negligence or disregard for Health and Safety precautions is considered misconduct.

It is understood that staff who do not abide by the policies of Fairhaven or its departments or the practicing privileges of their professional organization may face disciplinary action and/or legal action. Failure to comply with a reasonable directive issued by a supervisor is an example of a form of misconduct.

**Section 5:  
Abiding by the Law**

All staff while acting on behalf of Fairhaven shall at all times act in accordance with governing laws and regulations. Ignorance of the law is not a valid defense if a law has been violated. All staff are responsible for reporting any suspected violation of the law to their supervisor's attention immediately. This includes but is not limited to suspected theft, fraud and breach of trust.

All staff are expected to abide by the applicable laws for the possession and use of alcohol and drugs. The illegal use, sale, purchase, transfer or possession of any restricted or controlled drug, narcotic, or any other substance while on Fairhaven premises or during working hours is prohibited and will result in immediate discipline up to and including dismissal.

Fairhaven strives to provide an environment which is free from any form of workplace violence, discrimination or harassment for all.

All incidents are investigated fully, and all persons accused or suspected of incidents will be treated fairly. All staff are required to co-operate fully with law enforcement and regulatory officials.

### **Section 6: Interpersonal Relations**

All staff relate with many other individuals in the execution of their duties, e.g. residents, other staff, family and friends of residents, contract care-givers, suppliers, other vendors, donors, general public, media, etc.

Regardless of their personal opinions, staff are expected to project a positive image to other departments, residents, families, and the general public. All staff are to strive to provide excellent and courteous service within the scope of his/her responsibilities in compliance with Ministry of Health and Long-Term Care regulations and Fairhaven policies. Such excellence is reflected in a spirit of respect and caring for others, residents, families and fellow workers; pride in the continued accomplishments of Fairhaven; and understanding of the importance of maintaining a positive corporate image in the community.

In all communication, written, verbal and non-verbal, staff are expected to be impartial and treat others with respect, courtesy, patience and sensitivity. Confrontation with others is not appropriate.

### **Section 7: Respect for Property**

Staff are expected to treat Fairhaven property and equipment with care and respect. Behaviour that results in loss or damage of equipment, tools, machinery, furnishings, linens, or files will be treated as misconduct.

In addition, this expectation is generally extended to resident property. Staff workstations are to be kept neat and free of clutter.

Food and drink may not be stored or consumed in clinical areas. Staff may store a beverage in the cupboard labeled "Staff Use," for consumption in the RHA dining room only

Work areas visible to the residents/public are to be kept free of:

- raffle tickets and other fundraising products (e.g. chocolate bars)
- order books for personal shopping (e.g. AVON)
- staff clothing or purses

The above may be present only if there is designated storage which is out-of-sight. These items are appropriate for the staff locker rooms or staff lounge.

**Section 8:  
Off Duty Conduct**

Discipline may be imposed when a staff member's off-duty conduct damages Fairhaven's reputation, impairs the staff's work performance, or impairs the trust and confidence that an employer is entitled to expect in a staff or that anyone is entitled to expect in a long-term care facility. Examples of such behaviour may include but are not limited to aggressive acts toward a co-worker, supervisor or client; substance abuse offenses; conviction for a criminal offense; public criticism of Fairhaven; misrepresentation of facts; and breach of confidentiality.

**PROCEDURES**

1. A copy of Fairhaven's Code of Conduct is provided along with all related Fairhaven policies and a blank copy of the Code of Conduct Agreement, as part of the new hire kit. All material is reviewed during the general orientation session.
2. The Human Resource Coordinator receives signed copies of the Agreement from new staff for placement in their Human Resources File.
3. Volunteers receive copies and review the material during volunteer orientation.
4. As part of our Annual Education and Policy Review, all staff are required to complete and review assigned courses and policies by the deadline, as set up in the Learning Management System.