

AC Nursing and Health Services Inc. Policies and Procedures	
Human Resources Section 1- Standards of Employment	
Policy: Code of Conduct	
	Policy Number: 11.00
	Effective Date: January 2022
	Revision Date:
	Approved by: Board of Directors – Management

**Policy Statement:**

Our ability to serve the needs of our community and clients and to operate an effective agency requires that all employees observe certain standards of personal conduct and performance. AC Nursing and Health Services Inc. in accordance with the mission statement expects employees to comply with behavior and performance standards.

**Procedure**

**Behaviour Expectations of Employees**

**Confidentiality**

- Do Not discuss one client with another client, worker, your family, friend or anyone else besides your supervisor outside of the workplace

**Personal Disclosure**

- Do Not discuss your problems or work-related issues with clients, they have their own burdens and difficulties. However, listen to the client with empathy.

**Personal Beliefs and Opinions**

- Do Not discuss controversial issues nor impose your religious or political views on any client.
- Do Not argue with your client, their family or anyone else related to the client.
- Do Not get involved in any argument. Do not take sides. Stay neutral.

**Honesty**

- Be always truthful.

**Driving (home Care)**

- Under NO circumstances are you to transport clients in your car drive a client's car, or accompany a client in his/her car.

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**Company on the Job (home care)**

- Do Not take friends, children or pets to a client's home while working

**Smoking and Drinking**

- DO NOT partake of any alcoholic beverages before or on the job.
- If a client offers you an alcoholic beverage kindly say "NO THANKS" and notify your coordinator/supervisor.
- Smoking is NOT allowed in a client's home.

**Refreshments and Food**

- Clients are **not** expected to prepare or provide meals and refreshments for you. If a client offers you a meal kindly say, "no thanks" and inform your coordinator / supervisor.

**Money and Gifts**

- If a client is short of money, do not give or loan the client your money. notify your coordinator.
- DO NOT accept or solicit gifts, money, clothes, or other objects from clients. If this is a problem, discuss it with your coordinator / supervisor.

**On-the-Job Dress Code**

- Health Care employees should always wear a "All -Care Services" badge. This helps to identify you to the client and others in the building.
- Clothes must be neat, practical, and comfortable always. High heels, slippers or stocking feet are not safe for working. Short shorts, dresses, and skirts are considered inappropriate wear.

**Clients in Financial Difficulty**

- If a client notifies you, she/he is unable to pay for services notify your Co-ordinator /supervisor.
- If you detect that a client is experiencing financial problems, notify your Co-ordinator /supervisor.

**Use of Client's Money**

- Client's money **must not be used** for the employee's personal purposes. This could result in termination of employment.

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- Client's money must be used for client's purpose only.
- In home care client's money is for e.g. shopping, laundry, and parking. When shopping, money must only be used for items on client's list.
- All unused change or money must be returned to the client upon arrival at his/her home. Count it with the client to be sure it is correct.
- It is the employee's responsibility to make sure that the client states on the receipt that correct change was given as well as the amount of money received.
- Coins given for laundry must be used for laundry only. Any unused change must be returned to the client, and amount returned must be stated on the receipt

**Use of Client's Telephone**

- Client's telephone should only be used for an emergency or for calling the office. When calling the office, ask the client for permission to use his/her telephone.
- A client's telephone must not be used for personal calls.

**Damage to Client's Property**

- If the employee accidentally damages or breaks a client's property, appliance, etc. the agency's insurance policy covers it. There is a \$250.00 deductible.
- It is your responsibility to report damage/breakage to your Coordinator / supervisor immediately and complete a breakage report form right away. This form must be submitted to your coordinator/supervisor within 24 hours of the occurrence. If you fail to follow these instructions, it is your responsibility to replace the item or assume the cost it.
- If the client is unhappy with the situation, your coordinator will follow up with a telephone call or, if necessary, with a visit to determine the extent of damage.
- Your coordinator will report the incident to the CEO/ Director. A decision will be made by the Executive Director if the situation is still unresolved.
- Your coordinator will also prepare a report.

**Calling the Office**

- Employees are not to call the office to check personal business while assigned to a client. Make the call on your break or after work.

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**Use of Electronics while at work:**

- Earbuds or other devices fitted in the ear other a hearing aid is prohibited.
- Talking or texting on your cell phone is prohibited during working hours.
- Working on your computer or laptop is prohibited during working hours.