



Code of Conduct Policy

Purpose

It is expected that all staff members of MillHouse Resthome maintain a high level of professionalism at all times in their interactions with residents, co-workers, family members and visitors.

MillHouse Resthome is committed to providing excellent resident care and a safe, healthy workplace that promotes a high level of job satisfaction and a respectful, collegial atmosphere. We believe that it is a shared responsibility of all MillHouse Resthome staff members to work towards the constant improvement of our workplace. To assist MillHouse Resthome in maintaining an exemplary work environment, we require that all staff members to conduct themselves in an ethical and professional manner, at all times.

The Standards apply to all staff members of MillHouse Resthome, be it full time, part time, casual or contracted.

It is against the professional standards of MillHouse Resthome and strictly forbidden for any staff member to give or receive any form of monetary or material gifts from residents, family members or visitors and to do so will be considered just cause for termination.

It is against the professional standards of MillHouse Resthome and strictly forbidden for any staff member to engage in any form of misconduct directly or indirectly with any resident, co-worker, family member, or visitor of MillHouse Resthome and will be considered just cause for termination.

It is against the professional standards of MillHouse Resthome and strictly forbidden for any staff member to engage in a personal relationship with any resident and will be considered just cause for termination.

Expectations:

ALERTNESS; All staff members will report for work in a fit condition to perform their duties and will remain alert throughout the working shift.



SUBSTANCE USAGE; Any staff member reporting for work under the influence of, or engages in the use of drugs or alcohol while on duty will be disciplined and/or terminated.

SLEEPING Sleeping on duty is prohibited. Sleeping on duty may result in disciplinary measures up to and including dismissal.

BREAKS Combining of breaks is not allowed. Regular rest periods are provided during the shift. Staff members are not to leave the facility during breaks without authorization from the Administrator.

ATTENDANCE MillHouse Resthome expects regular attendance, and availability for all shifts, of all its staff members as a condition of employment. MillHouse Resthome will attempt to meet individual staff members needs. Failure to attend work as scheduled will be regarded as an inability to perform your scheduled duties and will be addressed on an individual basis by the Administrator. Staff members are expected to make the necessary arrangements for transportation to and from work. Staff on/off for late night shifts that use only public transit must notify the Administrator. If staff members need assistance during bad snow weather storms, staff are to seek approval from the Administrator to have taxi costs reimbursed prior to use of taxi services. Receipts are required. Consistent unavailability for scheduled work due to transportation difficulties is unacceptable and is subject to disciplinary action up to and including dismissal. Staff members are expected to make every effort to schedule medical appointments or personal appointments outside of the working hours. If unable to do so, sufficient notice (48 hrs) must be given to the supervisor so that staffing arrangements can be made. The Administrator may, at his/her discretion request proof of such appointments.

ILLNESS It is expected that if a staff member is unable to work due to illness that the Administrator be notified as soon as possible. Staff members are expected to respect their own health and that of others by following a healthy lifestyle that promotes well being.

LATENESS Staff members are expected to arrive promptly for work and be ready to start their shift. Consistant lateness may result in disciplinary measures up to and including dismissal.



**PERSONAL
APPEARANCE**

It is expected that all staff members maintain a high standard of personal hygiene and appearance.

**RESPECT FOR
OTHERS**

All staff members are to demonstrate respect for others which includes residence, co-workers, family members and visitors. Kindness, courtesy and concern for others is an important part of this standard.

To preserve the core values and business principles that MillHouse Resthome is founded upon, we have compiled a list of staff member expectations.

MillHouse Resthome reserves the right to discipline and, in certain cases, terminate the employment of any staff member that engages in conduct unbecoming of MillHouse Resthome standards and policies.

Staff Member Expectations / Actions / Behaviours

Staff member expectations shall include, but not be limited to the following.

Staff members are not to:

- Cause physical harm to another person (resident, visitor, family member or staff member).
- Threaten or harassing behaviour to residents, co-workers, family member or visitors.
- Cause wilful damage or destruction to MillHouse Resthome property, residence property, or co-worker property.
- Be in possession of a weapon while on MillHouse Resthome premises, or while conducting MillHouse Resthome business.
- Partake in disorderly, immoral, or indecent conduct.
- Violate any health and safety practices, policies and procedures.
- Be involved in any theft, including physical and intellectual properties.
- Be insubordination.
- Be dishonest, illegal or involved in improper business activities.
- Abandon their job.
- Discriminant against a residence, co-workers, family member or visitors.
- Use; be in possession, sale, manufacture or dispensation of any illegal drug, alcohol, or paraphernalia associated with either.

Millhouse Resthome



- Use alcohol or illicit narcotics off MillHouse Resthome premises that adversely affect the staff member's work performance, the safety of residence, the safety of co-workers and their own safety, or MillHouse Resthome's regard or reputation in the community.

Staff members need to:

- Report to the Administrator the use of any prescribed drug, which may alter the staff member's ability to safely perform his/her duties.
- Meet stated goals, objectives and/or performance metrics required for a position.

Investigation

- An Investigation will be performed immediately on all incidents of workplace violence or any situation where a residence, co-workers, family member or visitor believes the potential for workplace violence existed.

Training

Each Staff Member will be informed of MillHouse Resthome Policies.

Evaluation

MillHouse Resthome shall review this Policy, and its effectiveness on an annual basis or more often as deemed necessary.

Revision History of this Policy

September 2014 – Development and implementation of Policy

Required Forms

Employee acknowledgement form

Legislation/ Standards/ Regulations

Occupational Health & Safety Act
Human Right Code