

# CODE OF CONDUCT

## *Human Resources Manual – HR Policies*

Radius Residential Care Limited provides hospital and residential care to elderly and vulnerable persons in our society who has chosen our facilities to be their home and our staff to provide the necessary level of care to them, that they can no longer provide for themselves. Radius Residential Care Limited is honoured to be a provider of aged care services.

Our organisation vision is to be accountable for guiding and continuously improving the quality of our services so that we are at all times perceived as and are leaders in care and to be the very best that we can be.

To be leaders in care we need to have clear and consistent values. The Code of Conduct helps us comply with our values and make the right decisions. We strive to have skilled and knowledgeable staff dedicated to living our values and ensuring that we are providing quality physical environments for our residents.

Our values are simple:

- 1) **Customer Focussed**
- 2) **Trust, Honesty and Integrity**
- 3) **Professionalism**
- 4) **Respect for Self and Others**
- 5) **Accountability**

Our Code of Conduct, manuals, Employee Handbook and training are designed to ensure we are Leaders in Care. The following guiding principles behind our Code of Conduct ensure that we make the right decisions and ensure our reputation is not harmed by our conduct. The question we always need to ask ourselves Would we be happy to see that conduct reported on the front page of a newspaper?

- 1) **We act with honesty and integrity**
- 2) **We comply with our policies and laws**
- 3) **We work as a team and are customer focussed**
- 4) **We value and maintain our professionalism**
- 5) **We act respectfully**

Our Code of Conduct and our Employee Handbook have the full support of our Executive Team and Board. They describe the standards of conduct that we expect from our employees and contractors. We expect at all times that all of our employees and contractors will comply with the Employee Handbook and this Code of Conduct. If any employee breaches the Employee Handbook and Code of Conduct they can expect to face disciplinary action up to and including termination of employment in cases of serious breaches. It is also every employee's responsibility to be familiar with our values, Code of Conduct and Employee Handbook and to report immediately any breaches or potential breaches by another employee to the Facility Manager.

**Principle One:** We act with honesty and with integrity

Honesty and Integrity guide us to make the right decision and choices between what is right and wrong when we are providing care for vulnerable persons. If we do not act with honesty and integrity 100% of the time we cannot expect our residents, their families and our contract providers, the outside community that provides us business and services to trust us and we cannot be leaders in care.

Here are some examples of how we act with honesty;

- We are available and willing to provide the best care and services to our residents at all times while we are at work

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- We devote all of our working time to caring for our residents
- We do not act dishonestly or lie to our employer or any other person or organisation
- We do not take any property that does not belong to us
- We do not claim anything we are not entitled to
- We do not falsify any document
- We do what we promise to do

### **Principle Two:** We comply with our policies and laws

The policies, laws and regulations have been drafted to ensure our continued business success and ability to maintain high standards of care in the aged care industry and to minimise health and safety risk to staff, residents and any other person. If you are unsure what the laws and policies apply to your work you need to talk to your Manager. If we fail to comply with our laws, regulations and policies the business and the individual may face serious consequences.

Here are some examples of how we comply with our policies, regulations and laws;

- We know and comply with the Health and Disability Commission Consumer Rights and Health and Disability Standards at all times
- We comply with our job descriptions and carry out all reasonable instructions issued to us to ensure the proper care of our residents
- We ensure that we act safely at all times and do not expose any person to an actual or potential health and safety risks in the workplace
- We comply with the Privacy Act and any other laws in NZ
- We comply with the Nursing Code of Conduct, professional boundaries and HPC Act

### **Principle Three:** We work as a team and are customer focussed

Almost all of the care we provide to our residents is a multi-disciplinary team effort. When we care for the wellbeing of our residents every role is important. Every employee contributes to the way the residents, families, our stakeholders and the public view our services. It is essential that in every task we do we show respect and kindness and promote a positive customer focused experience for our residents, their families, visitors, other staff and contractors.

Examples of how we work as a team:

- We always act within our scope of practice and job descriptions and do not take on tasks that we have no authority to do.
- We always do what is right for our residents and for their families.
- We talk to our Manager and/or team leader when we have a problem with the provision of any of our services or other staff members.
- We take responsibility for our tasks and the environment that our residents live in and look for ways to ensure our residents are comfortable and safe.

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### Principle 4: We value and maintain our professionalism

The way we conduct ourselves both at work and outside work directly impacts on how others perceive the work that we do. As employees we should at all times act in a professional and ethical manner that is transparent to all that we come into contact with during our working day and when being audited by external agencies. We should always be striving to be excellent at whatever tasks that we perform in our residents' homes and when we are representing the business.

Examples of how we value and maintain our professionalism

- Being accountable for our decisions and actions
- Seeking to continually maintain and improve our skills and knowledge about the role that we do.
- Only providing information that we have express authority to disclose
- We are responsive and act quickly to ensure that appropriate care is being provided at all times.
- Comply with all external professional standards that apply to our roles including Health and Disability Code of Rights, Nursing code of conduct,

### Principle 5: We act respectfully

Acting respectfully and having pride in yourself and your workplace creates a positive and enjoyable home for our residents and contributes to positive working relationships. We all enjoy working in our roles when we value our own and others contributions to the business.

Examples of how we act respectfully;

- We do not argue with any person in the facility
- We do not undermine or bully any person through words or actions
- We do not communicate with any person in a way that may cause offence, upset or may negatively impact on the business reputation or environment we seek to create for our residents.
- We comply with the dress code
- We smile and respectfully greet our residents, their families, the people that we work with and comply with communication policies
- We show by our words and actions our commitment and enthusiasm about the services we provide
- We act towards others how we would expect to be treated ourselves
- We do not criticise our employer in the workplace or publicly
- We treat Radius property as if it were our own and we had paid for it
- Behaving in an appropriate way at work or at work related events or whenever we can be identified as working for Radius Residential Care Limited.

I have read and understood the Code of Conduct and agree to be bound by it:

Name: .....

Date: .....

Signature: .....