

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

1.0 PURPOSE

- 1.1 The purpose of this procedure is to provide clear and concise guidance to staff regarding acceptable behaviour towards service users in order to protect staff and service users and to avoid the possibility of a misunderstanding, or the potential for allegations of misconduct. This includes through social media and is therefore linked to the social media policy.

2.0 SCOPE

All employees of W.I.D.A.

- 2.1 All employees of W.I.D.A.
2.2 Any individual who is volunteering or eligible person acting on behalf of a client of the association

3.0 ABBREVIATIONS

- 3.1 W.I.D.A. – Waterford Intellectual Disability Association.

4.0 REFERENCE DOCUMENTS

MA-03	Infection Control Issue
MA-11	Reporting Poor Practise
MA-22	Lone Working Policy
MA-24	Management of complaints
MA-24A	How to Make a Complaint
MA-25	GDPR Handbook
MA-27	Open Disclosure Procedure
SD-14	Safeguarding Vulnerable Adults at Risk of Abuse
SD-14A	Child Protection and Welfare.
QP-04	Gifts, Wills and Bequests
HR-002	Disciplinary Policy and Procedure.
HR-003	Dispute and Grievance Procedure
HR-009	Anti Bullying Harassment Policy
HR-036	Confidentiality Policy and Procedure
HR-042	Social Media Policy

5.0 RESPONSIBILITIES

- 5.1 It is the responsibility of employees to ensure this procedure is followed.

6.0 PROCEDURE

- 6.1 **Staff must adhere to W.I.D.A. shared values and principles.**

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

- 6.1.1 W.I.D.A. is rights based: actively supporting service users to know and exercise their rights as full and equal citizens, and as consumers of our services.
- 6.1.2 W.I.D.A. is respectful of the right to self-determination: ensuring the involvement of service users in all decisions that affect them, providing support for informed decision making, and facilitating service users to exercise control over the supports they receive.
- 6.1.3 W.I.D.A. is person-centred: providing services and supports that are effective in meeting the explicit needs, wishes and choices of each service user.
- 6.1.4 W.I.D.A. is capacity building: providing opportunities and supports for service users to develop their competencies and independence to the greatest extent possible.
- 6.1.5 W.I.D.A. is relationship oriented: supporting and sustaining natural support networks, ties to family, friends and neighbours; and the development of new friendships and meaningful relationships.
- 6.1.6 W.I.D.A. is socially inclusive: maximising the participation of service users in the ordinary life of the community, and supporting active citizenship and the development of valued social roles.
- 6.1.7 W.I.D.A. services are delivered locally: supporting people in the local communities in which they live; where the community resources and facilities available to them are located; and where relationships and natural supports are most relevant to the quality of their daily lives.
- 6.1.8 W.I.D.A. is a contributor to the community: engaging actively in the process of community development; contributing to and participating in the sharing of knowledge, expertise, resources and facilities in the community; and addressing issues of common community concern.
- 6.1.9 W.I.D.A.'s services are flexible resourceful and creative: using existing resources in new and innovative ways and accessing new resources in order to maximise the achievement of service users goals.
- 6.1.10 W.I.D.A. is accountable to stakeholders: facilitating external reviews of service quality; demonstrating openness and transparency with key stakeholders with regard to resource utilisation, operating a fair and responsive complaints process; and actively supporting the provision of independent advocacy for service users.
- 6.1.11 W.I.D.A. is proven value for money: implementing financial systems that result in the individualisation of funding for each service user and the accurate measurement of the amount and quality of services received by each individual.
- 6.1.12 W.I.D.A. is partnership based: involving service users and their representatives, family members and organisation staff, in leadership and decision making at all organisational levels.
- 6.1.13 W.I.D.A. is oriented towards learning and continuous improvement: systematically scanning the wider environment and utilising the resources of knowledge, skills and experience in our own and in partner organisations to inform and drive a process of continuous improvement in service quality.

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

(Principles for Partnership-Foundations for Shared Services, “Exploring the Development of a Shared Services Approach among Intellectual Disability Organisations”, Ordinary Lives Group, May 2011. Funded by GENIO.)

6.2 Health and Safety

**To Ensure the Health and Safety of Service users Colleagues and the Public
W.I.D.A. Staff members MUST:**

- 6.2.1 Perform their duties in a safe, efficient and competent way.
- 6.2.2 Follow all health guidelines to include accepting vaccinations as approved by regulatory authorities to control the spread of infectious disease.
- 6.2.3 Observe all safety procedures, including obligations concerning the safety, health and welfare of other people, in line with legislation, regulation, W.I.D.A. policy and the training provided to them.
- 6.2.4 Report any health and safety concerns immediately.

**To Ensure the Health and Safety of Service users, Colleagues and the Public
W.I.D.A. Staff members MUST NOT**

- 6.2.5 Engage in any activity which may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community).
- 6.2.6 Be affected by alcohol, drugs, or medication which will affect their ability to carry out their duties and responsibilities during working hours.

6.3 To establish and maintain the trust and confidence of service users and their families staff members must:

- 6.3.1 Be honest and trustworthy; with the principle of respect for people always to the fore.
- 6.3.2 Communicate in an appropriate, open, accurate and straightforward way; (Use Plain English and easy read documentation)
- 6.3.3 Respect confidential information and clearly explain the W.I.D.A. policy on confidentiality to service users and their families; Please refer to document; MA-25 GDPR Handbook.
- 6.3.4 Be reliable and dependable;
- 6.3.5 Honour work commitments, agreements and arrangements and if it is not possible to do so, explain the reason to the service user and their families;
- 6.3.6 Declare issues that might create conflicts of interest and make sure that they do not influence your judgement or practice; Exercise caution and transparency in the acceptance of any personal gifts or tokens of appreciation from children, families or suppliers. Please refer to document; QP-04 Gifts, Wills and Bequests.
- 6.3.7 Maintain relationships with service users that are based on respect and equality and that promote their independence.

6.4 To ensure appropriate conduct with service users staff members must:

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

- 6.4.1 Listen to service users, value and respect their views while providing them with encouragement.
 - 6.4.2 Interact in your manner and language in a way that is positive and cannot be construed by others as demeaning, belittling or degrading;
 - 6.4.3 Be respectful of personal space, safety and privacy of service users.
 - 6.4.4 Be mindful of the risks involved in participating in all activities and excursions and should undertake appropriate risk assessments.
 - 6.4.5 Be mindful that, while physical contact is a valid way of comforting, reassuring and showing concern for service users, it should only take place when it is acceptable to all persons concerned.
 - 6.4.6 Not consume alcohol, or any other chemical substance which might impair your faculties, prior to reporting for, or while on duty or during an event organised by W.I.D.A.
 - 6.4.7 All service users should be treated equally, in line with the Equal Status Acts 2000-2018. Staff should be mindful of the possibility of developing favouritism, becoming overly involved or spending a great deal of time with any one service user.
 - 6.4.8 All complaints will be dealt with in accordance with MA-24 Management of Complaints, and, MA-11 Reporting of Poor Practice.
- 6.5 **To maintain respect and appropriate boundaries between staff and service users staff must ensure that:**
- 6.5.1 When working in day, residential or respite settings the needs, requirements, and choices of service must be respected. In the case of residential services, it is to be noted that these are not solely workplaces, they are primarily service users homes and must be treated as such;
 - 6.5.2 In the interest of maintaining safe boundaries between staff and service users, staff who have relationships/contact with W.I.D.A. service users outside of their work with W.I.D.A., should discuss this with their Line Manager.
 - 6.5.3 Where staff have contact with W.I.D.A. service users outside of their work with W.I.D.A., through other paid employment or volunteering in community groups, management must be notified.
 - 6.5.4 Staff should not provide transport to service users in their personal vehicles during the course of their work with W.I.D.A. unless preapproved by management.
- 6.6 **To show accountability for the quality of work staff must;**
- 6.6.1 Adhere consistently to agreed approaches and interventions in service provision, meeting relevant standards of practice and working in a lawful, safe and effective way;
 - 6.6.2 Maintain clear, accurate and objective records;
 - 6.6.3 Inform the line manager about any personal difficulties that might affect your ability to do your job competently and safely;
 - 6.6.4 Seek assistance from your line manager if you do not feel able or adequately prepared to carry out any aspect of your work or you are unsure about how to proceed in a work matter;

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

- 6.6.5 Work openly and co-operatively with colleagues recognising and respecting their individual roles, skills and responsibilities;
- 6.6.6 Recognise and respect the roles and expertise of workers from other agencies and work in partnership with them;
- 6.6.7 Undertake relevant training to maintain and improve your knowledge and skills and contribute to the learning and development of others.

6.7 One to one situations (Lone working)

- 6.7.1 Staff will at times work in one to one situations with service users. In such instances, staff should have adequate breaks from one to one work and should avoid working in isolation or spending excessive time working alone with service users. Refer to MA-22 Lone Working Policy
- 6.7.2 When undertaking a 1:1 piece of work with a child/young person, staff & management should ensure the following:
 - Clarity about the purpose of the one to one work
 - Clear written agreement on the purpose, as well as time/duration/venue
 - Records maintained of staff supervision and support
 - Regular review by management with staff
 - Regular review with the child/parent

6.8 Provision of intimate care

- 6.8.2 Service users who require assistance with intimate personal care will have such care delivered in line with their Service User File which is developed in consultation with service users and their circle of support as appropriate. Central to such care arrangements will be dignity, privacy, choice and appropriate care.

6.9 Reporting concerns

- 6.9.1 Staff should report any concerns they have about a colleague's behaviour towards service users in their care in line with MA-11 Reporting Poor Practice, and/or to the Designated Liaison Person, as appropriate. SD 14-A children first.
- 6.9.2 Section 103 of the Health Act 2007, provides for the making of Protected Disclosures by employees of services funded by the HSE under Section 39 of the Health Act.
The Protected Disclosures Act 2014 offers protection to employees who raise concerns about possible wrongdoing in the workplace.

Should any member of staff have a concern that:

- the health or welfare of service users or the public may be at risk,
- your employer is not meeting his/her legal obligations,
- there is a misuse or substantial waste of public funds,

Then he/she may report concerns without fear of penalisation from his/her employer or fear of civil liability, once such reports are made in good faith.

You can report a concern through the Office of the Confidential Recipient. To report a concern to the confidential recipient, contact: The Office of the Confidential Recipient

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

for Vulnerable Persons, Phone: 061 585603 or 087 6657269 or email
leigh.gath@crhealth.ie.

7.0 STANDARD OF BEHAVIOUR REQUIRED FROM W.I.D.A. STAFF

The workplace culture of W.I.D.A. is one that is transparent, open and based on the principle of respect for people.

The culture is supportive of confidential good faith reporting and the principles of open disclosure at all levels. Such a culture ensures providers value staff and service user feedback as important inputs to service improvement and to taking appropriate remedial action when necessary.

7.1 W.I.D.A. Employees Will;

- 7.1.1 Fulfil their role as outlined in their contract of employment and job description to a satisfactory standard.
- 7.1.2 Perform their duties to the best of their ability in a safe, efficient and competent way;
- 7.1.3 Follow W.I.D.A.'s policies and procedures as well as any instructions and directions reasonably given to them;
- 7.1.4 Act honestly, responsibly, with integrity while always acting within the law.
- 7.1.5 Treat others with fairness, equality, dignity and respect;
- 7.1.6 Act in a way that is in line with the purpose and values of W.I.D.A. and that enhances the work of the charity, and ensuring any actions taken protect the good name and reputation of W.I.D.A.
- 7.1.7 Communicate respectfully and honestly at all times with colleagues and all persons who interact with W.I.D.A.
- 7.1.8 Raise concerns about possible wrongdoing in the workplace with in line with HR-017 Management of Complaints, MA-24 Management of Complaints, and, MA-11 Reporting of Poor Practice.
- 7.1.9 Direct any questions regarding W.I.D.A.'s policies, procedures, support or supervision to your line manager or human resources
- 7.1.10 Address any issues or difficulties about any aspect of their role or how they are managed in line with grievance procedures as outlined in W.I.D.A. HR-003 Dispute and Grievance Procedure
- 7.1.11 Keep confidential matters confidential in line with W.I.D.A. policy as outlined in HR-036 Confidentiality policy and procedure.
- 7.1.12 Exercise caution and care with any documents, material or devices containing confidential information and, at the end of their employment with W.I.D.A. returning any such documents, material or devices in their possession;
- 7.1.13 Seek authorisation from the Director of Services before communicating externally on behalf of W.I.D.A.
- 7.1.14 Comply with W.I.D.A.'s Information Technology and Social Media policy
- 7.1.15 Declare any interests that may conflict with their work or the work of W.I.D.A. (e.g. other business interests or employment). If any doubt arises as to what constitutes a conflict of interest, employees may seek guidance from Human Resources.

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION
Human Resource Procedure **HR-041**
Title: Code of Conduct

- 7.1.16 Undertake training as directed to maintain and improve knowledge, skills and work practices;
- 7.1.17 Maintain an appropriate standard of dress and personal hygiene
- 7.1.18 Under take Garda Vetting procedure as directed.
- 7.1.19 Disclose the fact that they have been charged with, or convicted of, a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to Human Resources. This information will be processed in accordance with the provisions of the Data Protection Act 2018 and may have implications for their employment. For the avoidance of doubt, employees are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to W.I.D.A.

7.2 W.I.D.A. Employees Will Not;

- 7.2.1 Bring W.I.D.A. into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.).
- 7.2.2 Provide a false or misleading statement, declaration, document, record or claim in respect of W.I.D.A., its volunteers, employees or board members.
- 7.2.3 Engage in any activity that may damage property or result in W.I.D.A. facing any loss.
- 7.2.4 Take unauthorised possession of property that does not belong to them;
- 7.2.5 Engage in illegal activity in the workplace;
- 7.2.6 Improperly disclose, during or after their employment with W.I.D.A., confidential information gained in the course of their work as per HR-036 Confidentiality policy and procedure.

Employees of W.I.D.A. should be aware that failure to adhere with the terms of this code of conduct may result in disciplinary action as per W.I.D.A. HR-002 Disciplinary Policy and Procedure.