

**A Day Program Meeting the Needs of People with Memory Loss and Their Carers**

**Code of Conduct – Staff and Volunteer Staff**

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The Haven Day Centre (THDC) is committed to the standards of behavior set out in this Code of Conduct. All paid and volunteer staff must be familiar with the Code and agree to observe its provision by providing their signature below.

The following rules of conduct and behavior apply but they should not be considered all-inclusive. THDC has the discretion to review this list and/or its interpretation.

As a paid or volunteer staff member of THDC I agree to abide by the following rules:

**Alcohol, drugs and smoking**

Paid and volunteer staff must not arrive for work under the influence of alcohol or illegal drugs. While on duty alcohol and illegal drugs must not be consumed by paid or volunteer staff.

Paid and volunteer staff who are taking prescribed drugs, which may affect their performance or driving ability must inform the Coordinator. This is to ensure workplace and client safety.

Smoking is not permitted on the grounds of THDC buildings or in THDC building, client homes or in a paid or volunteer staff members vehicle when transporting a client.

**Attendance**

Paid and volunteer staff are expected to be punctual and regular in their work. When a paid or volunteer staff member is unavoidably absent from work due to sickness or any other reason, they should promptly notify the Coordinator (preferably before their normal starting time) and indicate their likely date of return to work.

**Compliance with lawful directions**

Paid and volunteer staff shall comply with any lawful instruction given to them by the Coordinator who has the authority to do so.

**Confidentiality of personal information**

Paid and volunteer staff must meet privacy and confidentiality requirements as set out in relevant legislation and THDC Policy and Procedure Manual. Paid and volunteer staff are entrusted with a great deal of personal information about clients, staff and other volunteers. The client's right to privacy and confidentiality is paramount in the operation of the service and must be respected at all times.

**Conflict of interest**

Paid and volunteer staff are obliged to notify their Coordinator of any gift, reward or benefit they are offered by clients or carers.

**Customer Service**

Paid staff and volunteer staff are expected to deliver a high level of service to clients at all times being a positive advocate as an ambassador of THDC. All service provision will be in accordance with the Home Care Common Standards and THDC Policy and Procedure Manual.

Paid and volunteer staff must maintain ethical and professional boundaries with clients at all times and behave in a professional manner in all dealings with clients, their families and other employees. Specifically being a positive role model in behavior for fellow work colleagues, volunteers and student placements.