

Springhaven Frail Aged Hostel

STAFF HANDBOOK

(Refers to Policy and Procedures Manual 2: Employee Manual)

November 2017

All new staff is provided with a copy of this handbook.

A copy is also kept in the Manager's office.

Springhaven Lodge

Address: Barracks Place
Kojonup WA 6395
Telephone: (08) 9831 2800
Facsimile: (08) 9831 1925
Email: macs@kojonup.wa.gov.au

SPRINGHAVEN LODGE

Address: Barracks Place
Kojonup WA 6395
Telephone: (08) 9831 2800
Facsimile: (08) 9821 1925
Email address: macs@kojonup.wa.gov.au

OUR MISSION

Our mission at Springhaven is:

To provide the appropriate aged care accommodation to seniors within the Kojonup district under endorsed quality assured frameworks.

OUR PHILOSOPHY

AT SPRINGHAVEN LODGE WE BELIEVE:

- Each person is an individual with unique needs
- Care services must be holistic and should recognise the physical, emotional and social needs of the individual
- Residents of our service have the same rights as they would in their own home including the right to be treated with dignity and respect and the right to make decisions and choices regarding their lives and
- Residents have a right to safe and secure accommodation free from harassment and fear regardless of age, race, sexual preference or religion.



OUR COMMITMENT TO CONTINUOUS IMPROVEMENT

Springhaven Lodge is committed to providing quality services and to continually improving the services for residents. In pursuing the highest quality of services we continually seek the involvement of our staff, residents and their families and other key people in the community whenever appropriate.

OUR OBJECTIVES

The objectives of the Springhaven Lodge are as follows:

1. Deliver care appropriate to the individual needs of residents.
2. Provide a safe working environment for our staff.
3. Ensure staff are appropriately trained and are part of the multidisciplinary care team.
4. Ensure the building is properly maintained to relevant standards and is fit for purpose.
5. Operate within the budget and maintain a viable service.
6. Meet the standards expected by residents, relatives, the community and government.
7. To support the Council to develop strategies to respond to the needs of the community..

OUR COMMITMENT

We will treat all residents with dignity and respect at all times and encourage them to maintain their identity.

Staff will assist the residents to make informed choices about care and service and help them live the life they choose at Springhaven Lodge.

Staff will respect all decisions that the residents make.



MANAGEMENT

Springhaven Lodge was established in 1982 and is managed by the Shire of Kojonup.

The Manager is appointed to the position by the Shire of Kojonup and reports to the CEO with quarterly written reports to the Council.

The service has written guidelines for the management of the service (Refer Policy and Procedures Manual 1. Management and Administration, Section 3: Service Management)

STAFFING



Springhaven Lodge employs the following staff:

- Manager/Registered Nurse
- Registered Nurse
- Clinical Coordinator
- Enrolled Nurse
- Certificate III & IV Aged Care Workers
- Cooks
- Kitchen Hands
- Occupational Therapy Assistants
- Facility /ACFI Coordinator
- Administration Assistant
- Cleaner

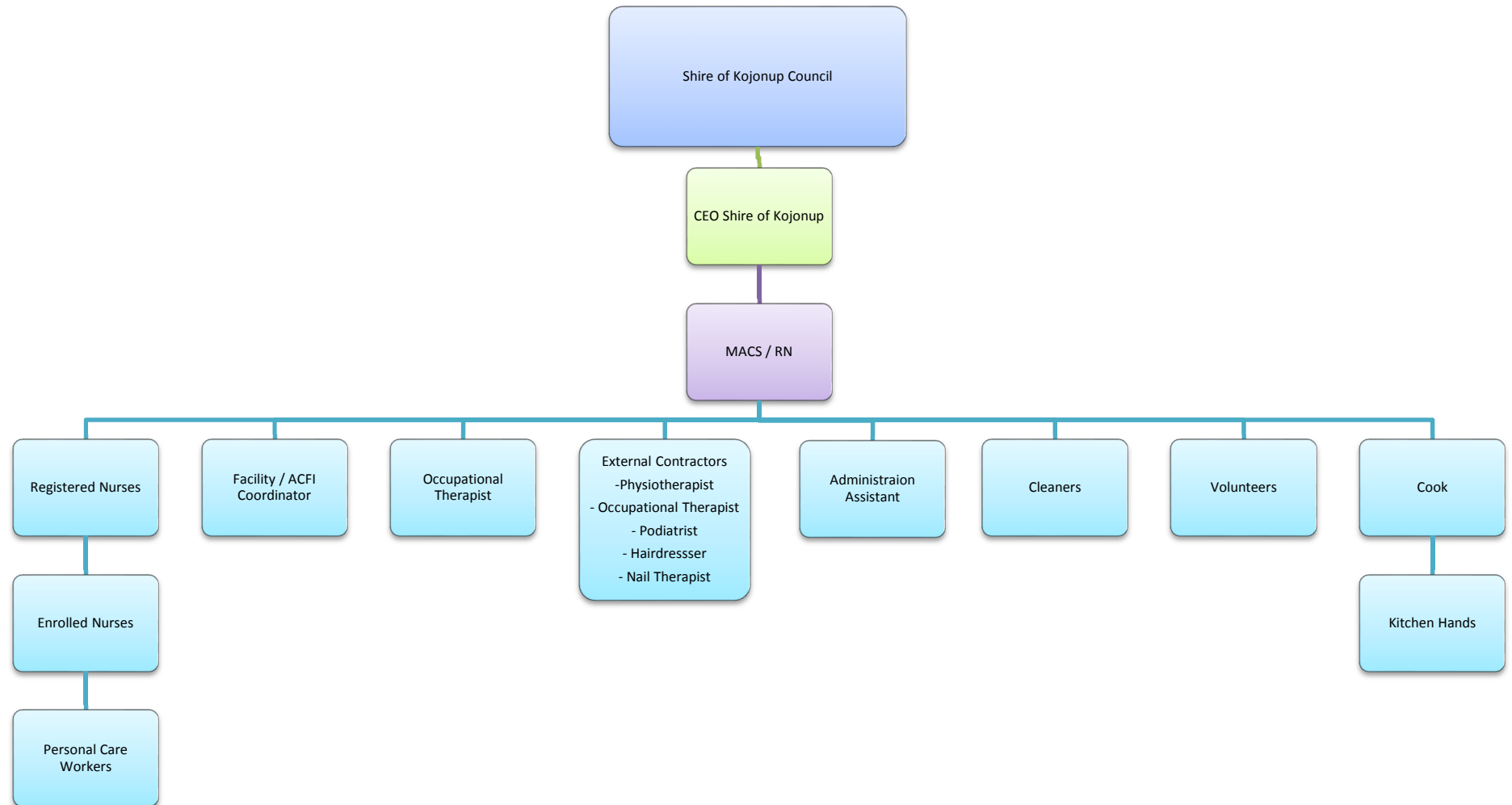
Contracted Services

- Physiotherapist
- Occupational Therapist
- Gardening & lawn mowing
- Regular and General Maintenance
- Hairdresser
- Nail Therapist

As directed by the CEO, the Manager is responsible for the day-to-day management of the service. The Manager is available on site from Monday to Friday office hours and is contactable after hours. Please arrange an appointment with the Manager to discuss your individual or specific needs.

There is a locked Suggestion Box in the main foyer for any comments / suggestions you might like to make. The Manager clears the box Monday to Friday each day.

SPRINGHAVEN LODGE ORGANISATION CHART – NOVEMBER 2017



Updated March 2019

CONDITIONS OF EMPLOYMENT



Staff are employed under the Award applicable to their position. Information regarding leave entitlements, rates of pay etc. can be found in the Award. A copy of the award is available in the Care office, Staff room and at the Shire office.

APPOINTMENT

Details of the forms and processes that require completion on appointment as a staff member of Springhaven Lodge are found in Policy and Procedures Manual 2: Staff Management, Section 1.



On appointment all staff must have a police certificate. When you are successfully employed you will be reimbursed for this cost on the presentation of your receipt and on renewal every three years.
All staff must have a current police certificate. If/when the police clearance expires it must be renewed within the time period – otherwise staff will be taken off the roster until a new clearance is presented to the Manager.
If you incur a conviction within the 3 year period, the Manager must be informed of any charges.

UNIFORM

A uniform is provided once per year and staff are required to wear this uniform at all times when on duty.

Current Council Policy 2.2.11 P.45 states part time and casual staff entitlements will be on a pro-rata basis based on standard hours of employment (eg 0.5FTE is entitled to \$325 in year one and \$225 each subsequent year.

If a uniform is not available employees should wear neat clothes appropriate to the type of work and not offensive to the residents. Jeans, tracksuit pants or tight leggings are not acceptable dress.

Minimal jewellery is to be worn in the workplace. Acceptable jewellery would be ear studs or sleepers, a wedding band, wrist watch or pinned fob or nurses watch. Hair must be tidy and tied back if longer than collar length.

Uniform: Black coloured pant, culottes or knee length skirt.
There are two shirt styles available there is also a black vest or cardigan.
The shirt logo will be embroidered on the left side of shirts and any exterior garment.
A personal carrier waist belt (Pick- pocket) may be worn if desired.



Staff are provided with a FOB and keychain upon employment. Staff are to return the FOB when they leave employment with Springhaven. If staff lose their allocated FOB there will be a fee for replacement. Staff are to replace the keychain at their own cost.



Mobile phones are not permitted to be carried by staff at any time during the shift. If for emergency reason you require your mobile please speak to MACS on the commencement of your shift.

POLICY AND PROCEDURES MANUAL



Policy and procedures manuals are kept in the office. Please familiarize yourself with the contents of these as soon as possible. Please refer to these manuals if you have any questions about rules or how to do things. There are four manuals as follows:

1. Management and Administration
2. Employee Manual
3. Resident Care
4. Safety, Security, Cleaning, Laundry and Catering

In addition there is an 'Original Forms File' and a 'Key Documents' file.

All of the forms and checklists used by the hostel are kept in the 'Original Forms File'.

Resident forms most frequently used by staff are kept in the filing cabinet.

The Administrator will ensure adequate copies are always available. Please let her know if forms are running low.

The 'Key Documents' file has the services' Plan for Continuous Improvement, Quality and Strategic Plan, Residents and Staff Handbooks.

CONTINUOUS IMPROVEMENT



Springhaven Lodge strives to continuously improve its service to residents.

To help us in this all staff are encouraged to:

- let us know of any ideas for improvement (use the 'Tell Us What You Think' forms);
- report immediately any required repairs (use a 'Maintenance Request' form);
- report immediately any hazards (use the 'Hazard' forms);
- forward any complaints or compliments made by a resident or family member (use the 'Tell Us What You Think' forms);
- Report immediately any accidents or incidents (use the 'Resident/Visitor Adverse Event Report' form [**Form SS1**]).
- participate in surveys , audits and questionnaires

SHIFTS



The service is staffed 24 hours per day.

A fortnightly roster is drawn up for staff to ensure that all shifts are covered. The Manager/Facility Coordinator develops the rosters for the Carer staff, Catering, and Activities Assistant. If staff have particular times when they are not available, they should discuss this with the Manager/Facility Coordinator. All requests for shift changes, days off, or leave must be in writing on the Yellow Application for Leave Form.

Annual leave may be taken in weekly parts or as a single day in special circumstances.



MEDICAL CERTIFICATE

It is preferred that a medical certificate is produced if leave is for more than 2 days including if caring for another person and taking personal leave.

STAFF BREAKS



Staff breaks are as follows:

Staff, drinks and snacks are **not** to be prepared in the main kitchen. Tea, coffee, milk, sugar and biscuits are provided for all staff in the staff room. At the cook's discretion a fresh snack for morning and / or afternoon tea may be provided to staff daily. It is preferred that all staff brings their own lunch or refreshments. However, a meal will be provided for night staff and short call staff on any shift. Staff can order lunch or dinner for fee of \$5.



Break times:

- Morning tea - 10 minutes
- Lunch – 6 hour shift **must** have ½ hour unpaid meal break
- All unpaid meal breaks are either ½ hour or 1 hour.
- Staff may not leave the facility on their unpaid meal breaks if rostered over the weekend or public holiday.
- Tea break – 10 minutes
- Night shift incorporate a paid meal break

• Morning tea and afternoon tea

Breaks for morning and afternoon tea are held in the staff room or may be taken in the outside area opposite the care office. Eating is not permitted in the offices.

Good housekeeping practices ensure that staff areas are left clean and tidy at the end of your shift.

- **Lunch**



Lunch breaks are of 30 minutes duration and staff may leave the Lodge during the lunch break, except on the weekends and public holidays when all must stay onsite. Lunch breaks are staggered to ensure that there is always a staff member present.

Staff amenities are in the staff room including a microwave oven, kettle and small refrigerator for staff snacks, drinks and other food items.

Staff are **not permitted** to eat in the main kitchen at any time.

SMOKING



Smoking is **not permitted** within the building or car parking areas. Residents/Staff may smoke in the designated outdoor areas. Afternoon and Night staff breaks are paid time therefore staff are not permitted to leave the building unattended to smoke.

Staff may only smoke in their designated breaks. No additional 'smoke' breaks are allowed. All smoking paraphernalia must be cleared away and cigarette debris removed to a suitable rubbish receptacle.

Smoking is a health hazard and is actively discouraged in the workplace and surrounding areas.

STAFF ABSENCE



You should contact the Manager at Springhaven as soon as possible if you are unable to attend work. Check the applicable Award for details on sick leave.

In order to find a replacement to work your shift it is appreciated if you can give as much notice as possible.

To ensure a safe and healthy workplace the Shire encourages all staff to take part in the influenza immunization promotion which begins annually in early autumn.

RESIDENTS



The hostel provides long term and respite care for frail aged or disabled people who are unable to manage on their own. A list of current residents and their care and mobility assistance requirements is available in the individual care plan kept in the 'care office' & inside their wardrobe doors. These times are a guide only and are flexible to meet individual needs.

RESIDENT MEAL TIMES

Breakfast	7:30 – 9:00am
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Morning tea	10:00am
Lunch	12:00 noon
Afternoon tea	3:00pm
Dinner	5:00pm
Supper	7:00pm – 8:00pm

Water jugs are provided in all resident rooms and re filled daily. Ensure that residents have access to or are offered water and other fluids often especially in the hot Summer months.

RESIDENT CARE

Details of how residents are cared for, including activities and outings are in the Policy and Procedures Manual 3: Resident Care.

Please read and record, daily written 'handover notes', daily diary, white board and also record changes in the progress notes in each chart and the individual care plan.

Springhaven staff are employed to attend to all the activities of daily living that the resident cannot attend to for themselves.



TELEPHONE ETIQUETTE

When answering the telephone ensure you offer salutations, then announce to the caller the name of the facility and identify yourself. Use a welcoming and cheerful tone. If the staff member is not available to take the call personally, make note / record of the name of the caller, their contact number, a short message with the date and time of the call. Make a note in the daily diary if an employee is reporting an absence from the workplace.

Ensure the Manager is informed of telephone calls and /or messages received from the Shire Office.



OCCUPATIONAL HEALTH AND SAFETY

Springhaven Lodge strives to provide a safe workplace for staff and a safe home for residents. Staff is responsible for doing their work in a safe way and for reporting any concerns.

All staff must read and keep up-to-date with the occupational health and safety information in the Policy and Procedures Manual 4: Safety, Security, Cleaning, Laundry and Catering, Section 7.

The current Occupational Safety and Health representative is shown on the roster

SAFETY POLICY STATEMENT

Springhaven Lodge is committed to providing a safe and healthy working environment for all of its employees by conforming to current legislation, regulations, codes of practice and appropriate national standards.

The objectives of this policy are to:

Avoid, eliminate and/or control workplace hazards;

Provide employees with safety information, supervision and training appropriate to the hazards they are likely to encounter;

Continuously improve the standards of occupational safety and health for all employees.

The responsibility for implementing this policy rests with the Manager.

Safety matters will be dealt with in consultation with employees through the OS&H representative as an agenda item at the monthly Quality, OS&H and Staff meeting. Timely corrective action will be taken on each occasion and reported back to the meeting.



EMPLOYER'S RESPONSIBILITIES

It is the responsibility of the employer to, as far as practicable:

Provide and maintain the workplace, plant and systems of work so its employees are not exposed to hazards;

Provide appropriate information, instruction, training and supervision to enable employees to work without being exposed to hazards;

Consult and cooperate with employees and safety and health representatives;

Provide appropriate personal protective equipment and instruction in its use;

Make arrangements for the safe use, cleaning, maintenance and disposal of plant, equipment and substances.

Management accepts these responsibilities and makes every attempt to reduce the possibility of accidents, injuries and damage.

EMPLOYEES' RESPONSIBILITIES



All employees must take reasonable care to:

Ensure their own safety and health;

Ensure that they do not adversely affect the health and safety of their work mates or any other person in the workplace through any act or omission.

In addition, all employees are required to cooperate with the employer in matters of safety and health and are required to:

Comply with all safety directions and instructions;

Wear and look after personal protective equipment issued for his/her use;

Not misuse or damage any equipment provided for safety and health purposes;

Correct, if possible, if not report, without delay, any injuries, accidents or sicknesses that he/she suffers and which arise out of their employment;

Report immediately any situation that he/she believes is or could be a hazard. However, accidents, injury and damage can be eliminated or minimized by following laid-down procedures.

Cooperation and communication between employees and management are essential in achieving a safe, healthy and satisfying working environment.

ACCIDENT REPORTING

All injuries, sustained at work, no matter how small, must be reported to your supervisor at the earliest opportunity. You should also report any accidents involving plant & equipment, materials or members of the public and their property.



Cuts, scratches and other minor injuries may develop into something serious if neglected and must be referred to the Manager/RN for attention.

Failure to report personal injuries promptly may jeopardize a subsequent claim for workers' compensation.

CHEMICALS AND SUBSTANCES



Some of the chemicals and substances used in the workplace can cause injury if not handled correctly.

Correct protective equipment must be worn and a minimum requirement for handling chemicals is gloves and safety glasses.

Follow the safe handling and mixing instructions on containers and the instructions relating to the safe disposal of the material.

Many industrial detergents, solvents, disinfectants and particularly kerosene can be harmful to the skin.

If you are not certain about the correct way to handle a chemical or substance, read the label first, check the appropriate material safety data sheet, or ask your supervisor.

CONTRACTORS AND VISITING PERSONNEL



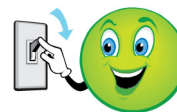
Whenever any contractor or visiting personnel is on site they are required to observe the safety procedures contained in this handbook.

The Manager or supervisor of a particular area are responsible for the activities of contractors and visiting personnel will be made aware of the hazards in the workplace, restricted areas and procedures to be followed before being allowed to start work.

If you observe a contractor failing to follow safe work practices, raise the matter with your supervisor who will take appropriate action.

In the event of an accident First Aid shall be offered and or provided to contractors and visiting persons.

ELECTRICAL EQUIPMENT



Electricity is dangerous and can kill – do not meddle with it.

Only electricians are authorized to repair electrical equipment. No other employee is authorized to carry out electrical repairs.

When working with or near electrical equipment:

Always assume that electrical conductors are live;

Inspect electrical tools and equipment before use;

Report any frayed wires, damaged cables or faulty switches to the Manager;

Do not allow electric leads to lie in wet areas;

Do not operate or use any electrical equipment, which is damaged;

If you receive a shock, even a small one, you must report it to the Manager immediately.

FOOT PROTECTION



All employees, including contractors must wear enclosed shoes with non-slip soles. Enclosed shoes must be worn at all times whilst in the workplace.

HAND PROTECTION



Hand injuries are one of the most common workplace accidents. Hands are exposed to more dangers than any other part of your body and as they are your livelihood look after them well and treat them with respect.

Always wear the correct gloves when handling:

Infectious or contaminated material;

Rough, splintery or sharp objects;

Detergents, chemicals, solvents, acids and alkalis.

Dispose of soiled gloves in the correct receptacle provided, after use.

Wash your hands often

HAZARD AND NEAR-MISS REPORTING



If you become aware of any hazard in your workplace which is likely to affect either your or anyone else's health or safety you are required, by law, to report it to your supervisor/OS&H rep, if you can't correct it yourself.

You are also required to report any near miss that involves health, safety or damage to plant equipment or materials.

Fill in a Hazard report form and hand it to the Manager/RN for signature so that action can be taken to correct the hazard or to prevent reoccurrence.

The reporting of hazards and near-misses and their correction makes a very important contribution to providing a safe and healthy workplace for you and other employees. So if you see something wrong which you can't fix yourself REPORT IT.

HOUSEKEEPING



You are responsible for keeping the area in which you work clean and tidy. This will help you and others to work better and more safely.

In particular you should:

Keep all access ways, aisles, passages and stairs free of material;

Wind up hoses, leads and cables when not in use;

Remove all combustible waste regularly and if necessary sweep and wipe up;

Use waste bins and empty them regularly – you don't have to wait until they are full;

Be careful with the storage of chemicals and flammable materials and take the correct precautions.

Report any leaks or spills;

Stack and store material safely.



HYGIENE AND CLEANLINESS

Personal hygiene is important not only to prevent the infection of wounds but also to prevent skin diseases or dermatitis through contact with harmful substances.

Always wear the correct protective equipment and wash your hands after handling noxious or infectious material, before eating and after using the lavatory.

Do not use strong detergents, kerosene or other solvents to clean your skin. Use a barrier cream first and mild soap and hot water when the job is finished.

Use of breath fresheners or mouth wash is encouraged when working in close personal proximity with residents and other staff.

Ensure good personal practice for oral hygiene, promoting fresh breath, and a personal deodorant to minimize body odor. Preferably use low irritant perfumes and low scented body spray.

Keep your feet clean to avoid infections and dry them carefully after washing.

Uniform, including footwear, stockings or socks, to be clean and in good repair

LADDERS



Before using a ladder check it to see that it is undamaged and there are no defects. Do not use one with cracked or damaged styles or where any of the rungs are broken or missing. Any ladder found to be defective should be reported to the Manager.

You must not use a metal ladder or one reinforced with wire near any electrical equipment. To prevent a ladder from slipping make sure the bottom is on firm, level ground and if possible tie it the top. Ask someone to foot the ladder if possible.

When climbing up or down a ladder face the rungs and always use two hands. When up a ladder do not over-reach to either side and always keep both feet on the rungs.

LIFTING AND MANUAL HANDLING

Take care of your back as heavy, awkward or frequent lifting may cause muscle strain or hernias.



Use your leg and thigh muscles for lifting as they are much stronger than your back. Follow these simple rules for all lifting work:

- Size up the job;
- Check the load;
- Foot position;
- Leg action;
- Straight back;
- Firm grip;
- Lifting;
- Moving off;
- High lifts;
- Changing direction;
- Lowering.

Follow and practice these procedures for safer lifting with less effort.

IF IN DOUBT – GET HELP.

MACHINERY – STARTING

Do not turn on or off any electricity, gas, steam, air, water or other substance unless you are authorized to do so.

In all cases, before you act check that no one is in a position where they could be injured or placed in danger.

INFECTION CONTROL



A high standard of hygiene is important to prevent the risk of cross infection.

Again, all staff must be familiar with Policy and Procedures Manual 4: Safety, Security, Cleaning, Laundry and Catering, Section 1.

TRAINING



Staffs are required to attend ongoing mandatory training and are encouraged to enhance their skills with extra training on an ongoing basis. Staff will be advised of available training. See also Council Policy on Training 2.2.3 & 2.2.4

All compulsory training will be advertised in advance and shown on the roster as paid time in attendance.

GRIEVANCE PROCEDURE



Step 1

The employee may approach the Manager for discussion and advice on the issue. The discussion is confidential.

The employee may be accompanied by a support person of their choice.

Step 2

If the problem is not resolved in Step 1 the employee may approach the Shire of Kojonup Human Resource Department for discussion and advice.

The employee may be accompanied by a support person of their choice.

Step 3

If the problem is not resolved in Step 2 the employee may in writing, approach the Shire of Kojonup Chief Executive Officer for discussion and advice.

The employee may be accompanied by a representative of their choice.

Employees can also seek advice or assistance from:

- their union
- The Department of Productivity and Labor Relations.

EMERGENCY PROCEDURES



All staff are trained in emergency procedures including fire, evacuation and medical emergencies. A copy of the fire and evacuation procedures is available on site to refer to Emergency Procedures



It is **compulsory** for employees to attend the annual Fire Awareness training each year. Your attendance at the Fire drill will be paid at your base rate for the duration of the training and you must sign the attendance record.

You are required by law to be familiar with the emergency procedures which apply to your work area.



You must therefore know:

How to raise the alarm

What the alarm/s mean

Your nearest emergency exit

Your assembly area

The location of fire extinguishing equipment.

Make yourself familiar with these requirements.

If you have any questions, ask the Manager.

FIRE SAFETY



Most fires have small beginnings and the best time to tackle a fire is when it is small.

To do this you must know:

How to raise the alarm if you discover a fire;

Where extinguishers, hose reels, etc. are located;

How to use each type of extinguisher;

What extinguisher to use on different types of fire;

The location of your nearest emergency exit/s;

Your assembly area.

Familiarise yourself with the emergency procedures and fire equipment.

Only fight a fire if safe to do so.

If a fire breaks out remember – stay calm and act.

FIRE PREVENTION



The risk of fire is present in most work activities and everyone has a vital role to play in its prevention:



Observe 'No Smoking' signs;

Don't accumulate rubbish. Keep work and storage areas clean and tidy;

Handle and store flammable liquids safely – keep naked lights and sparks away;

Keep electrical fittings in good order;

Do not use adapters, extension cords or damaged power cables;

Keep fire extinguishers unobstructed and mounted on the wall;

If you use an extinguisher take it to your supervisor who will arrange replacement – **do not** put it back on the wall;

Report all fires, not matter how small, to the Manager immediately.

FIRST AID



First aid kits are provided in the kitchen, the Treatment room, and the recreation room, and most of the staff are qualified first aiders – get to know where the boxes are and who is qualified to give first aid assistance.

All injuries and sicknesses must be reported to your MACS/RN and treated promptly.

If off-site medical or hospital services are required contact your supervisor who'll make the necessary arrangements.

If you see another employee injured or injure yourself, notify your supervisor immediately.

If you are **not a trained first aider**, take the following steps if anyone is injured:
Raise the alarm;

If there is possibility of further danger, move the person to a safe position – this is the only occasion in which you are authorized to move an injured person;

If there is any bleeding, use a clean pad and apply pressure to the injury. If there is no clean pad hold the wound against the bone to stop or reduce the blood flow;

Make the person comfortable, keep them warm and reassure them;

Do not give anything to eat or drink;

Do not move any limb that is broken'

When the **first aider arrives** be prepared to give assistance as required.

Employees must attend Basic Life Support training that is provided.

Senior First Aid training is provided twice per year. The Shire of Kojonup pays for you to attend the course to obtain your initial certificate (if you do not already have a certificate) and to upgrade your skills and knowledge every three years.

EMPLOYEE ASSISTANCE PROGRAMME



It is recognised that employees may suffer a range of personal problems which can have an effect on work performance. Where such personal problems occur, appropriate counselling is the preferred form of intervention to help an employee restore their work performance to a satisfactory level.

Springhaven provides professional counseling for all staff and their immediate families to help to resolve personal or work related problems. The counseling service is totally **confidential**.

Employees should make use of the Employee Assistance Program if they are experiencing difficulties in areas such as:

- Emotional problems,
- Work related issues,
- Marital or family concerns,
- Relationship difficulties,
- Financial concerns,
- Alcohol or other drug problems, or
- Problems such as those above that may result in conflict and absenteeism.



Contact:

Southern Ag Care Katanning – phone: 9827 1552

NOISE



Staff are requested to keep all noise to a low level. Conversations and general background sounds should be minimised. Staff must ensure the 'quiet environment' in the facility.

CAR PARKING



As there are limited car park spaces in the front of the building (off Barracks Place) all staff are requested to park in the area designated as parking behind the building (off Soldier Road)

An exception is made for care staff starting their shift in the afternoon. The evening and night duty staff may use the front care park area.

The front parking spaces are reserved for visitors, medical and allied health personnel and the designated Springhaven vehicle registration 65 KO and KO5.

GRIEVANCE PROCEDURE

Please refer to Employee Manual 1.1 for details

CCTV CAMERA



CCTV cameras are located throughout the facility in communal areas. These can only be monitored by the Manager of Springhaven Lodge and CEO Shire of Kojonup.

SPRINGHAVEN LODGE EMPLOYMENT GUIDELINES

Employees agree to:



Abide by the policy and procedures of the service as set out in the Policy and Procedures Manuals;



Attend work as required and if unable, to notify the Manager as soon as possible on the first day of absence;



Follow the accounting procedures of the service;



Represent the service in a positive way;



Not discuss confidential issues of residents or the service with people outside the organization - this includes posting and comments on all social media outlets;



Not take illegal drugs or consume alcohol when on duty or on the premises;



Not to come to work under the influence of drugs or alcohol;



Not accept gifts or purchase any items from residents;



Not use any equipment for personal use;



Not abuse, physically or verbally, residents or other staff;



Not give advice to residents on issues you are not qualified to do so;



Treat residents with courtesy, respect and consideration, act on complaints and provide services to the best of your ability.

Failure to abide by the above rules may lead to dismissal from the service.

