**Personal Conduct**

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Work Performance

In order for the Agency to carry out its mission to the people it serves, it is dependent upon the performance and conduct of each of its employees. Some of the areas that will be considered in assessing performance are:

Your skill and ability

Quality and quantity of your work

Your timeliness and dependability

How well you work with other people, both your clients and your co-workers

Your initiative and efficiency

Your dedication and commitment to your work and to the Agency’s mission

Your efforts to keep the area where you work safe for you and your clients

Your growth and development in your position

Your honesty and truthfulness

Your supervisor will talk with you about specific job expectations and the level of performance expected. If you have concerns, questions or suggestions about anything that effects your work, talk with your supervisor immediately. Free and open communication between you and your supervisor make for a healthy and productive work environment.

Should there be any indications that you are not meeting the job expectations regarding performance and/or conduct, you may be counseled. These counseling sessions are intended to provide an opportunity for you and your supervisor to do some problem solving, to understand the situation, and to determine a plan of corrective action.

Should it appear that you cannot or will not meet the Agency’s expectations, your employment will be terminated. In instances where gross misbehavior on the job has been determined (such as stealing, willful destruction of property, alcohol or drug abuse on the job, insubordination or inflicting personal injury), your employment may be terminated immediately.

The Agency has established a formal grievance procedure that provides employees an opportunity to resolve work related complaints and concerns. If you have a concern, first speak to your supervisor. If your efforts to resolve the issue(s) are unsuccessful, you may contact the Nursing Team Manager, and then the appropriate Department head to discuss your grievance. Human Resources will investigate your grievance if the issue continues to be unresolved. If left unresolved, you may appeal in writing to the President of the Agency as a final step in the procedure.

The policies and procedures of the agency are not subject to the grievance procedure.

Attendance and Punctuality

The agency provides health care services to our clients and the community. Our ability to carry out our mission is dependent upon our employees being at work assignments on time, on the expected days and ready to work.

We realize that there may be times when it is not possible to report to work, and guidelines have been established for those infrequent times. If you accumulate five occurrences within a twelve month period, you will be counseled for attendance. An occurrence is defined as a single day or consecutive days absent, due to the same reason, without the prior approval of your supervisor. Partial days out are counted as partial occurrences. If your attendance does not improve after being counseled, further disciplinary action will be taken. Ask your supervisor to explain this policy to you.

Should you find that you will be late or unable to report to work, you must notify your Client no later than the beginning of your regular work day. If illness or injury keeps you from working for three or more consecutive days, you must provide the Agency with a doctor’s note stating the reason for the absence and your ability to return to work and perform your work assignments.

Since your work is primarily with clients, the Agency does not want you to work when you are sick or may potentially cause harm or injury to those you serve. Talk with your supervisor if you have questions about whether you should be with your clients due to your health.

If you fail to notify the Agency of your absence for three consecutive days when you have work assignments scheduled, the Agency will consider that you have voluntarily resigned from your position.

Personal Appearance

You, as a Personal Care attendant, represent the Agency when you are with clients or the public. The impression that you make is your clients’ or the public’s lasting impression of our Agency. Therefore, it is very important that the image you present is one that we would want people to have of our Agency.

No uniforms Required. To help you determine what is appropriate dress, the following is a list of acceptable clothing:

separates (pants, skirt, jumper, blazer, culottes) or dresses

Long or short-sleeved plain white blouses or shirts

Plain polo shirts (summer) or plain turtlenecks

or neutral stockings; socks with slacks or pants

Clean, closed-toe, flat low-heeled shoes or sneakers

The following clothing is inappropriate for your work assignments:

Sleeveless blouses, T-shirts, and tank-tops

Sweat pants, leggings, or shorts

Sandals, open-heeled, or open-toed shoes

Bare legs without stockings

Your hair should be short or mid-length and off the face. Your fingernails need to be short and well-tended. Pale or neutral shades of nail polish are acceptable. Earrings, close to the earlobe, are permissible. Cologne or perfume should not be worn since many people have allergies to fragrance.

At the time of your first care-giving visit, you need to be in full uniform. You are responsible for providing your own uniforms and any accessories.

You will be issued a photo ID card by the Agency. You must wear it during all working hours. It identifies you as authorized by the Agency to provide the services of the agency.

At Your Client’s Home

Always remember, you are a guest in each client’s home. When you are in a client’s home or apartment, please observe these guidelines:

Smoking

Remember that our Agency promotes health and encourages a smoke-free environment. Even if your client is a smoker, you are a representative of the Agency and can set an example of good health by not smoking.

Television

Watching television is not a part of your job assignment. Your job is to provide the services you are there to provide in a cooperative and accommodating manner. Respect your client’s wishes for you to watch something with him/her and quietly go about performing your assigned duties.

Food

If your shift runs through one or more meal times, bring your own food. You are not permitted to eat food belonging to your clients or to cook full meals or make snacks for yourself. If you’re offered coffee, tea or other non-alcoholic beverages, it’s OK to accept.

Safety

Your well-being is as important to the Agency as it is to you. Keep "safety" in mind as you perform all of your work assignments, for your sake as well as that of your co-workers and clients. Keep the area where you are working as safe and neat as possible and be aware of potential safety hazards (such as electrical or telephone cords that can be tripped over, or burning cigarettes without an ashtray). Correct these if you can, and if you can not correct them, discuss them with your supervisor.

Be careful when lifting. To prevent back injuries, use the lifting techniques you have been taught. Drive safely and defensively, especially in bad weather.

It is important that you report any on-the-job accident to your supervisor, even if you do not think it is serious. If an accident should occur, or if you become ill while you are at work, notify your supervisor immediately. If necessary, first aid or medical attention will be arranged.

Drugs and Alcohol

Due to the nature of your work, you will have access to many legal, and perhaps illegal drugs. It is the Agency’s policy to take immediate disciplinary action, up to and including termination, if you are involved in the illegal possession, use, sale or purchase of a narcotic, drugs, drug paraphernalia or controlled substances, while on duty or on the Agency’s premises. Taking any of these from a client’s home or apartment is considered illegal possession. If you are convicted of a criminal drug offense, you must inform the Agency within five days of the conviction.

You must never use drugs or drink any kind of alcoholic beverage, including wine and beer, while you are on assignment or any other time you are considered to be working. You must refuse any alcohol drink even if your client offers it to you.

If a member of our staff ever finds you working while under the influence of drugs or alcohol, you will be dismissed immediately.

Money

Never borrow money from a patient. This is a serious offense and disciplinary action, up to and including termination, will be taken against anyone borrowing money from a patient for any reason.

You may be given money by our client or client’s family so you can go shopping. Get receipts and keep them so you can show where you spent the money, how much and for what reasons. Be sure to give these to the client or the client’s family along with all of the money you did not spend.

Gifts

You are not to accept large sums of money or anything of great value from clients. A small gift at Christmas may be accepted if it is offered. If you have any questions about this, call your supervisor.

Visitors

You are not to have friends or family, including children, visit you in a client’s home or apartment at any time.

Transporting Clients

Remember never use your personal car to transport a client or members of the client’s family without prior approval from the Case Manager. The client or member of the family must sign a waiver form allowing you to provide transportation. Waiver forms are available from your supervisor.

Confidentiality

Because of the nature of your work, you will learn many things about your client’s personal habits, family problems, finances, physical conditions and so on. This is confidential information. You should never talk about any client or client’s family with unauthorized individuals.

You are not to give your telephone number or your address to the client’s family. You should remind clients that they must call the office if they want to talk to you during off hours.

Visiting Clients

You and your clients need to have time away from each other. To ensure this, the Agency does not permit you to visit your clients during the hours you are not working with them. If it seems necessary for you to visit a client, discuss its appropriateness with your supervisor.

Sexual Harassment

The Agency is committed to maintaining a work environment that is built on mutual respect and is free from discrimination and harassment. In keeping with this goal, the Agency will not tolerate harassment of employees by anyone, including any supervisor, co-worker, client or customer of Partners in Home Care.

The Agency specifically prohibits workplace sexual harassment. Sexual harassment refers to sex-related behavior which affects your job benefits, interferes with your work performance, or which creates an intimidating, hostile or otherwise offensive work environment.

It is the responsibility of all supervisors and managers to make sure that their clients are in full compliance with this Policy. If you feel you have been sexually harassed, report the conduct to your supervisor. If you feel this is not appropriate, talk to the another member of management or the Director of Human Resources. Your complaint will be promptly investigated and immediate, appropriate action will be taken.

Since you are primarily working in clients’ homes, you may be exposed to situations where you could become sexually harassed. If you wish, you may be removed from the patient’s case until the situation has been thoroughly investigated and appropriate action taken. Likewise, you will be in a position where you could make sexual advances or request sexual favors from your clients. The Agency strictly prohibits this kind of behavior and will take immediate action to protect its clients.

If you feel you are being harassed by another Agency employee, report it immediately to your supervisor, another person in management, or the Human Resources Director. Similar actions will be taken.

Solicitations

The Agency does not want you to be bothered or embarrassed by requests for contributions, or the purchase of articles or services by any individual, cause or organization while you are at work. If such requests are made while you are in a client’s home or representing the Agency at a public event, you can respond by saying that the Agency does not permit you to participate in these activities.

The Agency, however, does support such activities as the United Way, Agency fund-raisers and recreational events in which it encourages you to participate.

Keeping in Touch

The Agency realizes that most of your work time is spent where you have no immediate access to Agency personnel to whom you can ask questions or get clarification about the job you are doing. We realize this can be lonely or frightening at times. Remember, there is always someone available to help you and you do not need to feel all alone in making questionable decisions. Call (office or your supervisor) anytime you have a question or problem regarding a work assignment.

Read any memos you find in your pay envelope. These memos are the only way we have of telling you and all of the other Aides important information about your work and benefits, and about events that are coming up.