
4.2 EMPLOYEE CODE OF CONDUCT

All staff members employed by CHC will adhere to an agency code of conduct.

Purpose:

- ✚ To promote a professional home health care staff image

Procedure:

- Home health care staff members adhere to the following standards in their code of conduct:
 - Act in a professional manner.
 - Treat clients with respect and recognize their need for privacy.
 - Ensure confidentiality with respect to client's conditions, histories, and behaviors.
 - Be considerate and courteous in their contacts with clients and other persons.
 - Must not perform financial transaction for client, unless approved by management, and only in extreme cases.
 - Function within the limits set by CHC policies and procedures.
 - Ensure the clients safety and your own safety always.
 - Under no circumstances report to work under influence of any substance or consume any substance while working with a client. To do so will lead to disciplinary action and possible dismissal.
 - Follow CHC Dress Code (as outlined in Policy 4.3).
 - Do not use slang or foul language.
 - Ensure home is kept clean and tidy always.
 - Do not accept gratuities from clients. This includes gifts and monies. Never remove any item from client's home.
 - Bring your own lunch; do not expect to eat the client's food.
 - Do not use the client's telephone for personal use, only if using to check in/out using Alaya Care system.
 - Do not smoke in the client's home.
 - Maintain a calm and reassuring attitude when dealing with clients and other persons.
 - Are tactful in manners and attitudes when dealing with clients and other persons.
 - Complete all assignments satisfactorily.
 - Seek clarification from supervisor if unable to complete all assigned duties.
 - Refrain from contact with client when not working due to professional boundaries and confidentiality.
 - Staff must never bring family members to work with them.
 - Do not transport clients in your own vehicle. Specific insurance is required to transport clients and we do **not** recommend employees to transport their clients.
 - Remain alert at all times (especially during night shifts).

April 2, 2018