

# THE DORIS CLIFFORD CENTER

## CARDINAL RULES FOR STAFF

The management of the Doris Clifford Center (The DC Center / The Center) expects that staff members will hold it as an obligation to conduct him/herself in such a way as to ensure a positive reflection on The DC Center, while on and off duty. To support this, the management of The Center has outlined expectations of staff to be adhered to in order that the highest standard of personal conduct is maintained.

There are sixteen rules that are central to the standard of operation which will be upheld by the management of The Center. These rules have been designated as Cardinal Rules and staff members are required to faithfully abide by all as breaching any of these rules may result in summary dismissal.

These expectations of staff must be met as long as he/she remains in the employ of The Center and until the relationship is terminated, verbally or in writing, by either the management or staff, with two weeks' notice; after the probationary period or summarily prior to that.

Observing the Cardinal Rules requires that staff ensure that:

- False or misleading information is not used to gain employment to The DC Center or leave of absence from work at The Center.
- Care provided is acceptable and satisfactory to the resident and his /her significant other(s), which requires that all care provided must ensure that:
  - the resident's safety, physical and emotional comfort, and privacy;
  - respect and positive regard are expressed and perceived by the resident and his / her significant others;
  - a high level of satisfaction is delivered and received;
  - the resident's private information is treated with confidentiality and shared only with approved persons;
  - threatening or abusive language is never used by anyone while on duty.
- Illegal or immoral acts are never engaged in while employed by The Center or before employment unless such acts had been disclosed to management prior to employment to The Center. Please note that there is a request for this information on the application form.
- No alternative financial arrangement is made with residents or relatives of residents or their contacts with the knowledge and involvement of the management of The Center.
- Residents are not exposed to reports/complaints about the staff's personal problems and no requests are made for access from the residents or their significant others such benefits as loans, gifts, etc.
- No romantic liaison is engaged in by staff in a supervisory position and another staff whom she supervises or between any staff and a resident or their significant others.
- No discussion of matters occurring in the home is held with residents' relatives unless it is the staff member's assigned responsibility to provide relatives with specific information and where only that information is delivered.

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- Personal visitor is never invited or allowed to visit The Center or entertained while on duty at The Center or outside of The Center while accompanying residents.
- This is exempted where staff members are allowed to invite loved ones to social gatherings at The Center.
- All efforts are made to safeguard the residents and the home from contamination with Covid-19.
- Funds spent on behalf of the resident and/or the home are fully accounted for, and a receipt is presented for the full amount spent.
- The Center's property is never used in an unauthorized manner.
- Stealing or willfully damaging or destroying property belonging to residents, staff, or The Center.
- Gun or any other weapon is never brought on The Center's property.
- Arrival at work is on time and absenteeism occurs only when necessary.
- Intent to be absent from duty is made known to the supervisor in advance to allow for a replacement to be put in place.
- Procedures undertaken are those which the staff is trained to carry out and jobs that exceed his/her level of training are not undertaken.
- All assignments are completed with due care at the required standard.
- All relevant information is recorded; relevant reports are made in a clear, concise, and timely manner, and all forms provided are used appropriately.
- Good professional (polite and respectful) relationships are maintained with residents and their significant other(s), colleagues, supervisors, external professionals, suppliers, and anyone with whom the staff comes in contact in the performance of his/her duties.
- Reasonable precautions are taken to safeguard personal property while on duty and valuables not required for work are not brought to The Center as management will not replace stolen property.
- All reasonable efforts are made to safeguard own security and the safety of others when operating at The Center.
- Cell phone use is kept to a minimum, indulged in only when necessary and done discretely.
- Cell phones are charged before coming to work and charging of cell phones on duty is done only after permission is granted.
- Sleeping on the job only occurs during the agreed break time and, in the place agreed between the staff and the management of The Center. There will be no sleeping in the communal areas of the house.
- Headphone or Bluetooth is never worn on duty.