



STANDARDS OF CONDUCT/CODE OF ETHICS

The facility is committed to conducting its business in accordance with the highest ethical standards. Every employee is to maintain professional standards at all times while on the job. Living here is a new experience for the residents and they must be treated with the utmost courtesy, empathy, and understanding. It is the shared responsibility of all employees to maintain and protect the dignity, privacy, rights, safety, and property of all the facility residents, visitors, and staff. A charitable and cheerful attitude will aid us in our relationships with both residents and fellow employees.

Please refrain from non-business related conversations during working hours. Loud talking or any other non-business related activities disturbs our residents and impedes our ability to perform our duties as assigned. Any information about our residents or the facility's business (which may come to you as you perform your duties) must be kept in strictest confidence. Should anyone ask you for confidential information concerning a resident or the facility, tactfully refer him/her to your Department Head. Any complaint from a resident, visitor, or employee should also be referred to your Supervisor, Department Head, or the Administrator.

The facility, due to the nature and scope of its work, must expect all employees to conform to the highest standards of conduct. The following section highlights **some** of those standards of conduct expected of employees:

Employees:

▶ **Shall not** divulge any information whatsoever (in any form) concerning any current or former resident to any individual (except to other employees who have valid reasons for knowing such information). Information concerning residents may only be released with the signed authorization of the resident and through the specifically designated staff. Any questions concerning information about a resident should be referred to an employee's immediate supervisor.

▶ **Shall not** become romantically or sexually involved with a resident, nor with a co-worker with whom he/she is in a supervisory relationship.

▶ **Shall not** physically or emotionally neglect or abuse any resident. If any employee witnesses abuse or neglect of a resident, the employee must immediately report the incident to his/her Supervisor, Department Head, or Administrator.

▶ **Shall refrain** from the use of profanity on facility premises at all times.