

AA005 Bridhaven's Code of Conduct and Core Values



Code of Conduct and Core Values Policy

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1. Employee Code of Conduct
2. Employee Core Values - VICTORS
3. Document Revision Record

Page 2-2

Page 3-3

Page 3-3

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We all benefit from a team dedicated to building trust, respect, communication and teamwork.

1. Bridhaven's Employee Code of Conduct

We are proud of the leadership and reputation that Brídhaven has in the community. In order to meet and exceed our mission, as well as create a positive working culture, each of our employees is personally committed to continually enforcing and adopting the following attitudes and behaviours:

I will take personal responsibility for my actions and behaviours. I am committed to providing professional dignified care to all residents and will fully comply with and adhere to all the training given to me in order to fully support Brídhaven's purpose and mission and support my fellow team members.

I will work at developing a culture of trust and respect. I will acknowledge each employee/team member in a positive manner, by listening to each other's ideas and concerns, by recognizing each other's efforts and contributions, by keeping my agreements and promises and by showing support of team members to other team members. If I have a problem with a team member, I will normally, in the first instance, only address the concern to that person, not to anyone else.

I will be an active participant at team meetings. I will listen, acknowledge and contribute to the best of my ability so the meetings will be productive and proactive.

I will be genuinely concerned about each team member's personal welfare. I will do what I can to help others succeed, will share in the excitement of their accomplishments and will do my best to avoid placing additional burden on any of my team members by not turning up for a rostered shift.

I will communicate in a manner so others will know they can believe, depend and count on what I say. I will be frank, tactful, open and honest with those with whom I communicate. I will ask the same from my team members.

My behaviour will be proactive and not reactive. I will avoid taking statements too personally. When I have a concern about a statement I will ask for clarification to understand, rather than reacting to what I feel at the time.

I will demonstrate pride and a sense of ownership in my role at Brídhaven. I will work with all my team members to show we are committed to Brídhaven's mission and will be supportive of its core priorities. Should conflict occur, I will utilize my communication skills to listen, understand and resolve the conflict through the appropriate channels with a view to reaching a resolution.

I will work as part of a holistic team. I recognize all departments need to work together in order to achieve Brídhaven's mission. My job focus will be on achieving success throughout Brídhaven Nursing Home and not just on my own department or floor.

In addition to the above and as part of my role at Brídhaven:

- ✓ I will respect the dignity and individuality of each resident
- ✓ I will respect the cultural needs and values of each resident
- ✓ I will work in partnership with residents and their families to promote and protect the well-being of all residents
- ✓ I will maintain each residents trust by providing safe, dignified and competent care
- ✓ I will respect each residents privacy and confidentiality
- ✓ I will work respectfully with colleagues to best meet the needs of our residents
- ✓ I will act with integrity to justify residents trust
- ✓ I will maintain public trust and confidence in the Nursing and Health Care profession.

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I will embrace in my daily tasks all aspects of Brídhaven's Core Values and Principles referred to as our;

2. **Bridhaven's Employees Core Values: V.I.C.T.O.R.S:**

- **Vision:** I will look to see the bigger picture in relation to undertaking my daily tasks and focusing on our Resident's needs.
- **Integrity:** I will demonstrate sound moral and ethical principles at work each day; I am honest, trustworthy and dependable and can be counted on to behave in an honourable way even when no one is watching.
- **Compassion:** I will endeavour to have a deep awareness of the possible suffering of another person, am thoughtful, decent and will show kindness, caring and a willingness to help others
- **Team Work:** I will always demonstrate reliability; I am a person who can be counted on as a reliable team member, a person who will do my fair share and who gets the job done well and will work hard to meet my commitments. I will follow through on tasks and support other team members.
- **Ownership:** I will own every task I undertake from start of finish; I will not sacrifice Brídhaven's values for short-term results. I will act on behalf of Brídhaven as a whole and not just my own team and will never say "that's not my job."
- **Resident Focused:** I will put the Residents at the centre of everything I do and will work tirelessly to earn and keep their trust.
- **Stewardship:** I recognise my responsibility as a member of Brídhaven's staff and will undertake my day to day tasks to promote and safeguard our Residents and the business of Brídhaven.

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