

MAPLEWOOD NURSING HOME
of Cheshire County

CODE OF CONDUCT

A Code of Conduct is a statement of principles and expectations that guide ethical behavior. The purpose of this document is to uniformly guide Maplewood employees, contracted staff, and volunteers in our approach to conducting our work, using integrity, good judgement, and accountability.

The principles outlined here are based on a shared understanding that, as a community, we continually strive to take responsibility for our actions as individuals, as team members, and as an organization. We earn and maintain credibility with our customers, healthcare providers, and co-workers by keeping our commitments, acting with honesty and integrity, and by pursuing our goals through ethical and professional conduct.

Supervisors have the added responsibility of providing leadership and mentoring, and for creating an open and supportive environment in which employees feel comfortable asking questions, raising concerns, and reporting misconduct. Ethical behavior is the product of clear and direct communication, learning, and reminders to each of us regarding expectations for our behavior. It should be modeled by management and demonstrated by example.

We hope that individuals will find these principles to be straightforward and sensible. Should any of us receive a request or directive that violates these guidelines, we are to immediately contact our Supervisor, the Director of Nursing, or the Administrator so that appropriate steps may be taken.

Regarding Our Own Commitment to Personal Responsibility

- ❖ Support the highest level of ethical principles and be accountable for our own personal actions.
- ❖ Promote interest and excellence in all areas by encouraging lifelong learning, creativity, and professional development.
- ❖ Conduct ourselves professionally in manner and appearance.
- ❖ Uphold policies and procedures, regulations, and codes of conduct.
- ❖ Take care of and maintain our own personal physical and mental health.
- ❖ Take pride in our own good work and encourage others to do their best.
- ❖ Endeavor to keep a positive attitude and to apply our strengths and skills to identifying and resolving problems.
- ❖ Be able to accept responsibility for our own mistakes or oversights and to take corrective action for their consequences.
- ❖ Refrain from using language that may be offensive to others in the workplace.
- ❖ Resist pressure and influence by others to say or to do the wrong thing.
- ❖ Recognize that if we can excel in our relationships with one another we will excel in the care we give our residents.

The following are examples of actions considered illegal or unacceptable:

- Theft or unauthorized access, use or disclosure of company, or employee or resident records, data, funds, or property.
- Working under the influence of alcohol or illegal substances, or abuse of legal substances.
- Engaging in any workplace violence, including but not limited to, any act of physical intimidation or assault, including threats of violence.
- Soliciting or giving the impression that you would expect gifts or gratuities from any of our customers.
- Disparaging or misrepresenting Maplewood's services or its employees.
- Falsifying medical records, billing records or employee time and attendance.
- Misrepresenting your health status or other reasons for absence, such as misrepresenting yourself as disabled and receiving disability benefits.

Misconduct Policy

- Misconduct is in direct conflict with the principles and philosophy of Maplewood Nursing Home. Misconduct of any type will not be tolerated, as it lowers the standards of care, and consequently jeopardizes the safe provision of resident care, affecting the lives and well-being of the public.
- Illegal or unacceptable code violations are serious and may result in disciplinary action, up to and including termination. These same consequences may also apply to those who condone misconduct, who fail to take reasonable measures to prevent and/or report misconduct, and those who seek to retaliate against individuals who report allegations of misconduct.

Regarding Residents, Families, & Visitors

- ❖ Take appropriate action to ensure the safety of residents, self, and others.
- ❖ Advocate for the rights of all residents. Report abuse or neglect immediately.
- ❖ Respect privacy and maintain confidentiality.
- ❖ Provide resident care in a timely, compassionate, and professional manner.
- ❖ Document and communicate resident care in a timely and accurate manner.
- ❖ Refrain from any deliberate action or omission of care that creates unnecessary risk to the resident, self, or others.
- ❖ Respect a resident's wishes when compiling medical care plans, even when it conflicts with our own personal beliefs.
- ❖ Work with all MNH departments to ensure the highest quality of resident care.
- ❖ Refuse to seek or accept any gifts or favors from residents or families. (Recognitions shared by a whole team are acceptable; individual gifts and services are not.)

Regarding Staff and Co-workers

- ❖ Conduct ourselves in a positive and favorable manner around others.
- ❖ Treat others with respect and courtesy, and be mindful of our words, tone, and attitude.

- ❖ Refrain from talk and behavior that may be hurtful or harmful to others.
- ❖ Acknowledge and support the positive performance and achievements of others.
- ❖ Avoid excuses and refrain from blaming others in an attempt to defend ourselves.
- ❖ Recognize the need to forgive ourselves and others, and to be able to offer and to accept apologies.
- ❖ Be fair and consistent in management style and expectations, and in use of motivational and disciplinary techniques.
- ❖ Place gifts from business partners or vendors into MNH drawings or raffles, or share them among the whole team.

Regarding Social Media

Use social media with care. While it is our right to engage in personal online activities when not at work, we are still responsible for any harm we bring to our customers, staff, or to our facility and its reputation that could result from our online activities. Bring work-specific issues to supervisors. We are responsible for maintaining confidentiality of residents at all times, and must refrain from any kind of harassment of other staff.

For staff with MNH Internet and email accounts, an occasional greeting should be infrequent, brief, and should not interfere with job responsibilities. Internet searches should be based on work needs. Remember emails and Internet searches are not private; they reside on company servers.

Regarding Our Workplace

- ❖ Promote an environment in which human rights and differences in cultural backgrounds, values, and spiritual beliefs are respected.
- ❖ Refuse to engage in or condone harassment or discrimination on the basis of race, gender, age, citizenship, religion, national origin, sexual orientation, or disability.
- ❖ Arrive for daily work and meetings well prepared, on time, and ready to get started.
- ❖ Remember that communication and follow-up are essential to good teamwork and morale.
- ❖ Restrict personal phone calls and text messages to break times, and inform family and friends that urgent calls interrupting work are to be kept at a minimum.
- ❖ Treat equipment and supplies with care, and regardless of value, do not dispose of or remove them without proper authorization.
- ❖ Bill for services in accordance with all applicable rules and laws. Report and correct any errors promptly, including HIPAA errors.
- ❖ Use proper channels to share any and all concerns, using the "chain of command", starting with the immediate supervisor.
- ❖ Report allegations of wrongdoing to appropriate managers for investigation and for further reporting to the proper entities when required.
- ❖ Remember that any employee who in good faith raises an issue regarding a possible violation of a law or policy is not subject to any form of retaliation.