# Code of Conduct for Employees

##### Policy

The aim of this policy is to provide a healthy, safe and comfortable working environment for all staff and customers.

***Smoking - Employees***

Under the UK Smoking law it is against the law for any member of staff to Smoke in:

* Customers’ homes (even if invited to by the customer)
* Company vehicles
* Your own vehicle if accompanying a customer or during working hours.
* Any company building
* Supporting customers outside their homes
* This includes the use of e cigarettes & all smoking substitute materials.

***N.B***

Staff who smoke should be aware that the smell of smoking on their clothes or breath can be

Unpleasant, they should consider this when they are going to be in close contact with other members of staff and customers.

Although My Support and Care services Ltd do not wish to limit its customer’s choices, rights and freedoms, the company has a duty to offer our employees a safe and comfortable working environment; therefore we ask our customers to respect the health and safety of the people that support them and to resist from smoking when in close proximity.

## *Alcohol*

Staff are not permitted to drink alcohol whilst on duty, prior to coming on duty or in any situation whilst supporting our customers. Some exceptions may apply if it is deemed a socially positive situation for the customers, but this must first be discussed with the manager and absolute direction would be given for each individual situation. Under no circumstances would a member of staff be allowed to consume alcohol if they are driving customers or another staff member or are due to be driving customers or another staff member on a work related journey.

### Drugs

The use of any substance, whether legal or illegal, could have an effect on your working capabilities. My Support and Care services Ltd regards the duty of care to its customers as being of paramount importance; therefore, any suspicion of misuse will result in the immediate suspension of the staff member concerned pending investigation. Misuse of drugs will be deemed as gross misconduct for the purposes of any subsequent disciplinary action.

***Courtesy***

It is My Support and Care services Ltd expectation that staff will conduct themselves in a courteous and proper manner. Staff must refrain from obscene and offensive language and behaviour. My Support and Care services Ltd expects that its staff will be respectful of others at all times.

##### *Personal and Professional Boundaries*

Due to the nature of this work it can sometimes be difficult to know where to draw a line between personal life and professional responsibility. However, there are some boundaries that should not be crossed in any circumstances.

This document aims to provide some guidance on this subject and ensure that expectations from My Support and Care services Ltd are clear.

### Boundaries that must not be crossed

* Staff must not have sexual relationships or personal / emotional relationships which are qaulitively different to normal professional relationships between staff and customers.
* Staff must not accept money as a gift or borrow money from customers – please see policy ‘*Gifts from Customers’.*
* Staff must not lend or borrow anything to / from customers.
* Staff must not witness wills for customers or be a named executor or knowingly be a beneficiary of a customers will – see policy *‘Witnessing Wills and Legal Documents’.*
* Staff must not sell things to, or buy things from customers (unless discussed with the service manager permission sought)
* Staff must not accept responsibility for the safe keeping of any valuables on behalf of a customer – see policy *‘Finances and Valuables’.*
* Staff must not take their friends, family, pets and / or partners into customer’s homes.
* Staff must not take a customer into their home.
* Staff must not give customers their personal details (address, telephone number) or that of other employees.
* Personal and relationship issues should not be discussed with customers
* Staff should be cautious regarding physical contact with customers. A pat on the shoulder or a squeeze of the arm is an acceptable level of contact but anything further than this, professionalism may be compromised.
* Staff should not meet customers socially when off duty, unless attending an organised function such as a birthday / seasonal party.

Although the customers and staff form relationships in order to be able to work together, this needs to be a working relationship and not perceived by customers to be one of ' friends'. It is important to remember that although customers may show an interest in the lives of staff that work with them, too much information can put staff at risk or in a vulnerable situation.

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### Dress Code and Appearance

My Support and Care Services Ltd, expects high standards of personal appearance from its staff members. The guidance on this is ‘smart casual’. If due to the weather staff choose to wear ¾ length trousers these must be smart in appearance & not he track suit type. Staff must be aware of their responsibility to health and safety legislation with regard to this and, in particular ensure that their footwear is appropriate to the working environment. Staff should not wear the following items to work:

* Shorts (unless supporting a customer in an activity such as going to the beach) If this is the case the staff member should have with them trousers, skirt etc. to change into should it be needed. If worn shorts should be no shorter than just above the knee.
* Sleeveless tops (vest tops)
* Low cut tops
* Track suit bottoms
* Clothes with inappropriate logs or designs
* Nothing with any form of obscenity
* Ripped jeans

For reasons of safety and professionalism, whilst on duty staff are asked to refrain from wearing:

* Excessive amounts of jewellery
* Trousers that are not pulled up that are revealing underwear
* Open toe shoes i.e. flip flops /sandals
* If a staff member has tattoos, these should be covered where possible whilst at work, any tattoos that may be deemed as inappropriate or offensive must be covered at all times.

Staff should always be clean and tidy. Male staff members should be shaven (unless supporting a beard or moustache).

Staff should remember that whilst on shift they may be asked to attend an unexpected meeting or appointment and should therefore take the necessary steps to ensure they can present themselves in an appropriate way.

High standards of personal hygiene are required at all times, i.e.: for example smelling of bad body odour, smelling of cigarette or cigar smoke would not be acceptable to the company or to our customers.