



Policy for Professional Conduct for Employees of Geneva Health

Objectives

- To understand Geneva policies surrounding ethics and acceptable employee conduct
- Maintain a high quality of workplace ethics among Geneva Health staff
- Develop a framework for making sound ethical decisions at work.
- To meet the requirements of the Privacy Act (1993) and the Health Information Privacy Code (1994).

Ethics are:

The non-negotiable rules that apply to all employees. These are in place to prevent:

- Physical Abuse
- Psychological Abuse
- Neglect
- Exploitation

of any client or patient.

Boundaries are:

Good, healthy and appropriate boundaries are the distance and emotional detachment that are needed to establish appropriate limits to relationships, and ensure an effective perspective on a situation. They also assist in providing personal and emotional safety for the employee.

If you have any concerns or questions about this policy, please speak with your consultant who can provide guidance and support.

Our Policy

For the purposes of this document, the term “client” refers to service users/ people in care. It is not appropriate for employees to:

- Form personal or business relationships with patients, clients or former clients.
- Discuss clients or service users by name – outside of client premises (even with other staff)
- Discuss the private or professional conduct of Geneva or client staff with others i.e. gossip
- Visit client facilities while not on duty
- Have friends/family visit client premises while on duty
- Discuss work concerns/issues with clients.



- Discuss personal concerns/issues with clients.
- Condone or take part in any form of discrimination on the basis of ethnicity, race, sex, sexual orientation, age, religion, nationality or mental or physical disability.
- Take part in any conduct that deliberately demeans the rights and/or dignity of any client, staff or colleague
- Engage in sexual/intimate activities with clients.
- Give out personal contact information to clients.
- Give clinical opinions and advice outside their scope of practice.
- Use their personal money to make purchases on behalf of the client.
- Accept personal gifts

Employees will, at all times:

- Respect the dignity, privacy and confidentiality rights of the client
- Only provide service and support within the hours, days and locations as specified by Geneva.

Some Warning Signs of “Overstepping” Boundaries:

If you find that you are (even accidentally) engaging in any of the following, it is time to re-establish a professional boundary:

- “Gossiping” with colleagues about other staff and clients
- Choosing sides
- Making exceptions
- Keeping secrets
- Giving or receiving gifts
- Borrowing or lending money
- Feeling as if only you can help the client
- Feeling responsible for a client’s progress or failure
- Confiding personal or professional issues or troubles