



HRP 05 CODE OF CONDUCT POLICY

Implementation Date:	August 1993
Review Date:	May 2018
Review No.:	8
Status:	Operational
Contact Person:	HR Manager

Approved by: Jason Denman, Human Resources Manager

Signature:

A handwritten signature in black ink, appearing to be 'Jason Denman', written over a light blue circular stamp.

Date:

17/5/16

Authorised by: Ann Marie O'Grady, Chief Executive

Signature:

A handwritten signature in black ink, appearing to be 'Ann Marie O'Grady', written over a light blue circular stamp.

Date:

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1. Purpose

The purpose of this code of conduct is to set out the general principles which should govern the conduct of those employed by, or working on behalf of (paid or on a voluntary basis), the Hospital in order to maintain the highest possible standards in all Hospital activities.

It is not possible for a Code of Conduct to provide for all situations that may arise. All those encompassed in this policy should bear in mind, therefore, that it is primarily their responsibility to ensure that all their activities, whether covered specifically or otherwise in this document are governed by the ethical considerations implicit in this code.

2. Definitions:

- Non Executive: Members of the Board and Board Subcommittees who are not employed by the Hospital.

3. Review History

Date	Review No	Change/Ref. Section	Changed by
01.08.1993	1.00	Policy Created	HRM
01.08.2005	2.00	Additions to policy	MB/HRM
01.12.2007	3.00	Further additions	MB/HRM
01.03.2008	4.00	Further additions	MB/HRM
01.03.2009	5.00	New Template	HRM
August 2014	6.00	New Template	HR
October 2015	7.00	Approved and Authorised name change	Mary Fitzgerald
May 2016	8.00	Amalgamation of policies (corporate and staff) /Full rewrite of policy	Jason Denman, HR Manager

4. Persons Affected

All employees, contractors, students, volunteers, Non Executive Board members and Non Executive members of Board subcommittees of Leopardstown Park Hospital.

5. Policy

The Code of Conduct policy is to clearly define what is expected from each individual employed by, or working on behalf of, Leopardstown Park Hospital.

HRP 05 -- Code of Conduct



The Leopardstown Park Hospital Board and Senior Management are committed to the concept of integrity in all of its dealings. Therefore it is essential that staff employed or working on behalf of the Hospital conduct themselves, and are seen to conduct all activities, to the highest possible standards. Such standards demand personal integrity, loyalty to the Hospital and its Board and conduct at work beyond reproach.

It is the policy of the Hospital to promote a positive and productive work environment which respects all employees. Any breaches in the Code of Conduct may be considered to be a disciplinary offence and maybe subject to normal disciplinary sanctions.

Staff charged with the provision of services to the Board's residents, clients and patients must show that they respect the individual with whom they are dealing and that they are prepared to ensure that needs are met, insofar as it is legally and economically possible.

All individuals encompassed by this policy are expected to conform to high standards of behaviour and conduct while carrying out their duties/role. They must respect the equal rights of others and are expected to:

- Use their time positively and constructively
- Be approachable and pleasant
- Make others welcome and valued
- Show respect to people from different ethnic, religious, cultural and social backgrounds

6. Responsibilities

6.1. **Chief Executive:** To ensure code of conduct policy is in place and updated as appropriate.

6.2. **Board:**

6.2.1. To approve any changes to the code of conduct policy.

6.2.2. To keep a register of interests in place in relation to individuals with potential and/or actual conflicts of interest, in accordance with the requirements of the Ethics in Public Office Acts

6.2.3. **Managers:** To ensure implementation of this policy

6.2.4. **Individuals encompassed under this policy:** To comply with this policy

7. Procedures/Protocols

In performance of their duties, all those encompassed by this policy must comply with the following:

- 7.1. Maintain high standards of service delivery by:
 - 7.1.1. Discharging responsibilities conscientiously, honestly and impartially.
 - 7.1.2. Always acting within the law.
 - 7.1.3. Performing duties with efficiency, diligence and courtesy.

- 7.2. Maintain the highest standards of probity by:
 - 7.2.1. Conducting themselves with honesty, impartiality and integrity.
 - 7.2.1.1. Never seeking to use improper influence, in particular, never seeking to use political influence to affect decisions.
 - 7.2.1.2. Implementing and abiding by guidelines in respect of offers of gifts or hospitality:
 - Must not accept or solicit gifts or benefits from any third party that might reasonably be seen to compromise personal judgement or integrity.
 - Without prejudice to the above, unsolicited gifts of a low or nominal intrinsic value not exceeding €50 may be offered and accepted on an occasional basis.
 - Must not accept hospitality of any kind from a third party which might reasonably be seen to compromise personal judgement or integrity. Every care must be taken to ensure that any acceptance of hospitality does not influence, or be seen to influence, the making of decisions.
 - 7.2.1.3. Avoiding conflicts of interest:
 - Individuals should, at all times be conscious of the need to avoid a conflict between their outside interest and the interests of the Board and Hospital. Any individual covered by this policy, on becoming aware of such conflict of interest, should communicate it to the Board or a member of the Hospital's Senior Management immediately.
 - Must not engage in outside business or activities which would in any way conflict with the interests of their function.
 - Must not use their position to benefit themselves or others with whom they have personal or business ties.
 - Disclose outside interests in conflict or in potential conflict with the Hospital.
 - If defined as a Designated Officer under the Ethics in Public Office Acts, comply with requirements as laid down.

- 7.3. Act in good faith toward and in the best interests of the Hospital by:
 - 7.3.1. Supporting the Hospital and its personnel in the performance of its functions.
 - 7.3.2. Promoting the goals and objectives of the Hospital and not undermining any of them through action or omission.
 - 7.3.3. Ensuring any actions taken maintain public confidence in the Hospital.
- 7.4. Have due regard for State resources to ensure proper, effective and efficient use of public money.
- 7.5. Respect the constraints of the law.
- 7.6. Must not use Hospital resources for personal gain or for the benefit of persons/organisations unconnected with the Hospital.
- 7.7. Acknowledge their responsibility to be loyal to the Hospital and fully committed to its objectives and mission.
- 7.8. Act impartially in the performance of their duties.
- 7.9. Maintain the highest standards of service in all dealings with the public.
- 7.10. Observe appropriate behaviour at work by:
 - 7.10.1. Dealing with the residents, patients, clients and public with courtesy at all times.
 - 7.10.2. In effectively performing their duties, staff should unfailingly observe the requirements of courtesy, impartiality, consideration and promptness and should at all times give their name.
 - 7.10.3. Show respect for, residents, patients, clients, families and colleagues including their beliefs and values.
 - 7.10.4. Apply the principles of Equality and Dignity to all persons with whom they come into contact in the course of their work.
- 7.11. Carry out duties in a party political neutral manner. Public political activities should not, under any circumstances, be undertaken while undertaking services for the Hospital.
- 7.12. Ensure that views or actions taken related to public political activities are not presented or interpreted as official comment on behalf of the Hospital.
- 7.13. Confidentiality:
 - 7.13.1. Must not acquire information by improper means and undertake to treat all information as confidential.
 - 7.13.2. Must not improperly disclose information gained in the course of their work.
 - 7.13.3. In the course of working on behalf of the Hospital the person may have access to, or hear information concerning the medical or personal affairs of residents, patients, clients and/or staff, or other health service business. Such records and information are strictly confidential and, unless acting on the instructions of an authorised officer, on no account must information concerning residents,

patients, clients, staff or other health service business be divulged or discussed except in the performance of normal duty.

7.13.4. Records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody/destroyed in accordance with policy when no longer required

7.13.5. Respect the privacy of medical or personal information of residents, patients, clients, staff or other health service business.

7.13.6. *Best Practice to be followed:*

- When dealing with matters over the telephone take special care. Personal and sensitive information should not be divulged over the telephone except in exceptional and urgent situations. In these very rare situations a positive identification of person on the telephone must be made.
- Ensure that computers and confidential documents are not in a position to be viewed by individuals who are not entitled to the information displayed.
- When you leave your desk ensure that all documentation is filed away safely.
- Put in place arrangements to protect confidentiality e.g. restrict access to files to authorised persons and control access
- Care should be taken with email communication. Encryption of emails should take place if sending of sensitive information externally is essential.

7.14. Dress code:

All employees and contractors are expected to wear the uniform that is applicable to their post. Those who are not required to wear a hospital uniform will be expected to dress smart casual. All clothes and shoes must be spotlessly clean at all times.

7.15. Social Media:

Leopardstown Park Hospital recognises that emerging technological interactive communication tools provides unique opportunities for staff to participate in interactive discussions. However, the use of social media groups can pose risks to our confidential and proprietary information and reputation and can jeopardize our compliance with legal obligations. It is important that staff are aware that, if they have identified themselves as an employee of the Hospital, such conversations or comments may breach data protection, defamation, duty of care and Hospital policy. Hospital policies in relation to social media are to be adhered to by all those encompassed by the policy.

7.16. Publications: The publication of any matter relating to the affairs of the Board or the use of information drawn from official sources in publications by staff members should have the prior approval of the Chief Executive.

7.17. Media: The giving of interviews, statements or any other information connected with the activities of the Hospital and Board to the media

should not be undertaken without the prior express approval of the Chief Executive. The Chief Executive or other designated officer in the absence of the CEO, or nominated person will act as Press Officer for the Hospital.

7.18. Conduct Outside Work:

7.18.1. Misconduct outside work, including conviction for criminal offences, may in some circumstances be considered to affect the ability of the employee to carry out his or her duties.

7.18.2. Consideration of matters relating to misconduct outside of work will be dealt with under the Disciplinary Procedures.

7.18.3. Staff will be expected to avoid becoming involved in situations that could bring Leopardstown Park Hospital into disrepute.

7.19. Employees who are convicted of criminal offences, or given the benefit of the Probation Act when tried for a criminal offence, must report that fact to their employer. The employee must make such a report formally in writing directly to the Human Resources Manager.

8. References

- Ethics in Public Office Acts 1995 and 2001