

ANASTASIA CARE SERVICES, LLC
EMPLOYEE'S AGREEMENT TO STANDARDS

Name of Employee: _____

Signature of Employee: _____ Date: __/__/__

POLICY

ANASTASIA CARE SERVICES, LLC (Agency) is committed to the highest standards of ethical and professional conduct. All employees shall adhere to the Agency's policies and procedures relative to their job functions and shall comply with legal and regulatory requirements. Any breaches of this policy may be subject to disciplinary action and/or termination, depending on the severity of the incident.

DEFINITIONS

1. Standards of Conduct

Standards of conduct are an organization's formal guidelines for ethical behavior.

2. Work Ethics

Work ethics are a moral code, which guides the members of a profession in the proper conduct of their duties and obligations. It deals with behavior that is right or wrong and involves applying judgment and making choices about what to do and what not to do. It reflects how employees conduct themselves on the job site and includes:

- a. their appearance;
- b. what they say;
- c. how they behave;
- d. how they treat others; and,
- e. how they work with others.

PROCEDURES

Employees shall, at all times, conduct themselves in a professional manner and comply with this policy by:

- 1. conducting themselves in a manner that does not have a negative impact on the Agency;
- 2. only relaying/distributing information that is accurate, when representing the Agency;
- 3. not promising care/services, which the Agency doesn't provide;
- 4. not borrowing money from clients/families or lending money to them;
- 5. not trading or purchasing items from clients/families;
- 6. not accepting gifts from clients/families except in special circumstances wherein a relationship with a client could be damaged if a gift was rejected; (e.g. Employees may accept a gift that is of a token nature such as a box of chocolates but must first obtain authorization from the Supervisor.)
- 7. not giving gifts to clients/families without first obtaining authorization from the Supervisor;
- 8. not using the Agency's property for personal benefit without authorization;
- 9. displaying appropriate dress, grooming, hygiene and etiquette;

10. wearing an approved uniform, when required;
11. being aware of their personal strengths, weaknesses and feelings;
12. having a good and positive attitude;
13. being pleasant on the job site;
14. displaying appropriate verbal and non verbal skills;
15. keeping moodiness, bad temper and unhappiness out of their demeanor;
16. reporting to work on time, beginning delegated duties immediately and working continuously except for scheduled breaks;
17. working the designated hours and seeking additional tasks if their assigned work is completed sooner than
18. completing tasks in the expected timeframe, combining tasks for greatest effectiveness and avoiding idle time;
19. completing their work assignments as scheduled by the Supervisor;
20. contacting the Supervisor as quickly as possible, if they need to leave the job site in the event of an emergency;
21. keeping in touch with the office to confirm schedules and to receive reports/direction;
22. completing any and all paperwork correctly and in a timely manner;
23. ensuring their quality of work is of a high standard and not expecting anything but the best from themselves;
24. keeping all obligations and promises;
25. being cooperative by displaying leadership skills and maintaining appropriate relationships with other employees;
26. being considerate to clients, families, friends, colleagues and professionals;
27. displaying loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-responsibility and self-discipline;
28. respecting the rights of others;
29. being a cooperative and participative team member;
30. dealing appropriately with diversity and treating everyone with respect;
31. looking at things from another's perspective and being empathetic towards their thoughts and feelings;
32. avoiding criticizing or denouncing others because their beliefs and values may differ;
33. respecting others for their individuality
34. conforming to all safety regulations for their own and other's protection;
35. keeping information confidential and not gossiping about the affairs of others;
36. being polite and courteous to clients, families, friends, colleagues and professionals;
37. following instructions and utilizing all knowledge and skills;
38. giving their best efforts at all times;
39. realizing and admitting to errors and learning from the experience(s) to avoid making the same mistake(s) again.
40. showing good organizational skills in managing themselves, in time management, in prioritizing, in flexibility, in stress management and in the ability to deal with change;

41. being truthful and accurate about care given, clients' progress, and events that occurred or did not occur;
42. avoiding complaining and negativity;
43. working cooperatively to achieve goals and being willing to help and support others;
44. complimenting others work and participating actively in the care team's endeavor;
45. submitting a written statement, outlining the facts of any arrest, indictment or conviction for a felony or misdemeanor (other than a minor traffic offense) to the Supervisor within 5 working days of the incident.
46. immediately reporting to the Supervisor any incidents wherein they observe another employee treating a client in a manner that is:
 - a. not consistent with the Agency's standards of conduct and ethical behavior; and/or,
 - b. physically and/or verbally abusive.
47. when working with clients/families,
 - a. not giving them their home phone numbers;
 - b. not giving personal opinions about them;
 - c. not offering medical advice;
 - d. not smoking in their homes;
 - e. not using their telephone except in cases of emergency or to call the office;
 - f. not taking anyone, including pets, into their homes without first obtaining consent from them and from the Supervisor;
 - g. not safeguarding a client's valuables;
 - h. not using a client's vehicle or other property for personal reasons;
 - i. not consuming alcohol or using medication/drugs except for a medical reason(s) in their homes;
 - j. not accepting meals from them;
 - k. not taking advantage of their hospitality;
48. in regards to legal matters,
 - a. not taking on assignments of a legal nature;
 - b. not becoming an appointee or having legal involvement with the client/family's property;
 - c. not becoming the beneficiary of a client's will;
 - d. not becoming a witness or an executor of a client's will; and,
 - e. not having Power of Attorney;

GUIDELINES

1. Work ethics shall reflect the values of the Agency and of community care programs.
2. All personnel/clients/families must clearly understand the standards of conduct and work ethics, their importance to the community and their relationship to the delivery of services.
3. All new employees shall be given information on the Agency's Standards of Conduct and Work Ethics Policy during

Orientation. Refresher sessions shall be given on an as-needed basis and/or annually.

4. All employees shall be evaluated on how well they respect and work within the Agency's Standards of Conduct and Work Ethics Policy during performance appraisals.

5. Any complaints of violations of this policy shall be investigated. Proceedings shall be documented and corrective actions shall immediately be undertaken.

6. All breaches of this policy and subsequent actions taken shall be documented in the individual employee's personnel file. All staff shall adhere to the company's "Conflict of Interest" Policy".

7. Violations to the Standards of Conduct and Work Ethics Policy shall be reported to the Manager/Administrator or Supervisor to maintain quality improvement.

8. The Standards of Conduct and Work Ethics Policy shall be reviewed and revised, as necessary, with input from the community and employees.

CROSS-POLICY REFERENCES

1. Disciplinary Action