

THE STANDARDS AND PRINCIPLES OF NEW LINC HEALTH CARE SERVICES

All Staff are personally responsible for their own Professionalism, Conduct and Behaviour. New Linc Ltd staff should behave and conduct themselves with the utmost regard to the following Professional guidelines. These Guiding Standards and Principles, which in many ways are common sense, have been taken as a summary from our Policies / Procedures, and Staff Handbook.

• PROFESSIONALISM

Be polite and professional at all times towards clients and staff

Do not interfere with the ward administration

Never use Mobile phone while on duty

Ensure that you refrain from acts of unethical, indecent or immoral behavior- this include falsification of time sheets or other written records e.g. tempering with Rota System

Please report immediately loss of professional registration/ driving license where this is a requirement of the job

• ATTITUDE AND RESPECT

Be respectful, courteous, and honest at all times

At no time should you engage into relationships with clients of an unprofessional or sexual nature

Do not practice bullying, harassment, victimization, and racial or sexual discrimination

Ensure that you do not undertake any private work on the premises during working hours without express permission

Never chew chewing gum while on duty

• COMMUNICATIONS AND REPORTING

Report any indication or suspicion of any form of abuse to the Nurse In-Charge or Supervisor

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Ensure that you use professional communication while on duty

Report and document immediately any changes in client's condition to the Nurse In-charge

Ensure that you get involved and contribute into the ward activities as assigned to you

Ensure that you use resource appropriately and economically

Do not discuss private issues or personal matters while on duty

• **DRESS CODE**

Staff to ensure that they follow New Linc Ltd Policies and Procedures on Dress Code while on duty

Have a professional appearance at all times

Follow New Linc Ltd Company's Policy regarding uniform

Ensure that you wear New Linc Ltd ID Badge all the time while on duty

Never wear Jeans or Trainers/ sports wear while on duty unless for patients activities purposes

Avoid wearing excessive jewellery, clothing which carries messages or slogans, and body piercing

• **PUNCTUALITY & ATTENDANCE**

Be punctual, trustworthy and dependable at all times

Do not leave shifts earlier than the allocated time without express permission from The Nurse In-charge

• **SECURITY & CONFIDENTIALITY**

Ensure that you safeguard the interests of New Linc Ltd at all times

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Do not disclose any confidential information or trade secrets of New Linc Ltd to any third party without authority or consent

• TRAINING, SUPERVISION & PROFESSIONAL IMPROVEMENT

- Ensure you are up to date with your mandatory trainings and supervision*
- Ensure that you attend training and Supervision sessions as arranged by New Linc Ltd*
- Ensure that you are familiar with the Local Policies and Procedures e.g. Observation and engagement Policy, & Rapid Tranquilization Policy etc*

• BREAKS

- Use appropriate place for food, and smoking breaks*
- Ensure to be within your break time*
- Follow local guidelines when taking breaks*

• GRIEVANCE PROCEDURE

All grievances should be reported in writing immediately to the Registered Manager of New Linc Ltd for further investigation

I,

hereby accept and understand that I will abide by the above mentioned rules, regulations and guiding principles as set by New Linc Ltd.

Sign:.....

Dated:.....