

Standards of Conduct & Communication Guidelines

Policy

All employees of the Wesley Woods Retirement Communities are expected to take personal responsibility for their actions and to conduct themselves in a positive and ethical manner. You are expected to respect residents and families and conduct yourself in ways that reflect favorably upon the reputation of Wesley Woods. You are required to maintain satisfactory job performance and attendance. Specifically, you are to adhere to the following standards of conduct and to follow our guidelines for communications at all times. Failure to comply with any of the following may result in immediate dismissal:

- ❑ Neglect of duty (including leaving residents without care) or any conduct harmful to patients, visitors, residents and/or employees.
- ❑ Unauthorized absence from work, unacceptable attendance patterns, tardiness or failure to follow established standards for requesting or reporting absences.
- ❑ Inappropriate handling or disclosure of confidential information or records.
- ❑ Inappropriate, disruptive, discourteous or irregular behavior adversely affecting residents, employees, patients or visitors.
- ❑ Falsification of forms, time and attendance records, or other official records or documents, including employment, promotion or transfer documents.
- ❑ Solicitation/distribution of materials.
- ❑ Acts of physical misbehavior or acts of violence, including provoking or participating in fighting or making threats.
- ❑ Possession of firearms, weapons, explosives or dangerous materials on Wesley Woods property unless authorized for a work related assignment.
- ❑ Performance of duties in an irresponsible, careless, or unsafe manner or behavior not conducive to a safe and healthful work environment, which includes not adhering to the no-smoking policy.
- ❑ Noncompliance with Wesley Woods' commitment to equal opportunity and affirmative action.
- ❑ Commission of acts of discrimination or harassment.
- ❑ Pleas of nolo contendere or conviction for an illegal act, committed on or off the job, which adversely impacts job performance, attendance or the reputation of Wesley Woods.
- ❑ Unauthorized access, inappropriate use, or abuse of Wesley Woods' equipment or property, such as but not limited to, copiers, computers, computer software, internet access, e-mails, fax machines and telephones.
- ❑ Sleeping on the job.
- ❑ Refusal to perform job-related duties and assignments, including refusal to cooperate with an organizational investigation.
- ❑ Failure to follow Wesley Woods' policies or procedures.
- ❑ Gambling or playing games during work hours.
- ❑ Misappropriation of departmental or organizational funds or property.
- ❑ Unauthorized possession, removal, destruction or use of property belonging to Wesley Woods, Emory, a resident, employee, patient or visitor.
- ❑ Violation of safety or security regulations.
- ❑ Misuse, defacement, or destruction of Wesley Woods, employee, resident or visitor property.

- ❑ Unlawful manufacture, distribution, sale, possession, or use of any controlled substance, illegal drugs, or alcohol.
- ❑ Failure to obtain or maintain, within a designated time, licensure or certification credentials necessary for continuation in the job.
- ❑ Failure to adhere to the communications standards and guidelines in relating to residents and employees of Wesley Woods.

Communication Guidelines

The following communications guidelines are to be used when relating to residents and employees and are in keeping with the Wesley Woods' values of caring, compassion, inclusiveness and respect.

- ❑ Open discussion about residents or employees with other residents or employees about an opinion or evaluation of a resident or an employee is not to be entered into at any time.
- ❑ Discussions about residents with other employees are to be held in a private place where the conversation cannot be overheard by others and are to be stated in a manner respectful of the residents.
- ❑ Discussions with residents are to be respectful and compassionate and leave the resident with the impression of having been listened to regarding any concern expressed.
- ❑ Discussions with other employees regarding residents, resident issues, work issues of a sensitive nature, or relationship issues are to be held in a private place where the conversation cannot be overheard by others and are to be held in a respectful manner.
- ❑ Issues of communication and misunderstanding between employees which cannot be resolved, are to be taken to the Supervisor/Manager of your department for discussion and resolution. The Supervisor/Manager will listen in a respectful and open manner and provide advice and direction as needed in a fair manner. Employees will respectfully listen to the instructions of their Supervisor/Managers.
- ❑ Each employee's communication style is to be viewed as open to receive comments and criticism and respectful of the other member's comments and point of view.

Any situations in which the above communications guidelines are not followed are to be addressed immediately. You have a responsibility to other employees to address situations that do not adhere to the above practices with an employee. Continued communications, which do not follow the above practices, are to be reported to the Supervisor/Manager of your department.

As an employee, you play an important role in achieving the objectives of and in representing the organization in a respectful manner of others.

Signature of Employee

Date

(Signature signifies that employee has read and understands the Standards of Conduct.)