

Beyond Limits Dumfries & Galloway provides policies and procedures to promote safe and consistent practice across the Organisation. The framework laid down within our policies and procedures lets everyone know how we work and reflects our values and mission statement. Our policies and procedures are written to help us, employees of Beyond Limits Dumfries & Galloway, to make good, safe decisions.

Beyond Limits Dumfries & Galloway expects all employees to be familiar with the contents of all policies and procedures relevant to their role and to understand how to apply them within their daily work.

None of these documents stand alone, all fit within the larger framework of how we work and any associated policies which are particularly relevant will be directly referenced.

Code of Conduct Policy

Code of Conduct Policy, what this means to Beyond Limits Dumfries & Galloway

- What you say and how you are seen by others reflects on the people we support, and on Beyond Limits Dumfries & Galloway as an organisation. Therefore, we expect the highest standards of conduct from you at all times in and out of work.
- You are ambassadors for the people you support and it is likely that these individuals have experienced discrimination and devaluation in their lives so far. Beyond Limits Dumfries & Galloway expects you to act and communicate in ways that add value to the lives of the people we support.
- We expect you to support people to grow and attain lives that exceed the limits that have been unfairly imposed by others on them. To do this your conduct must be exemplary at all times.

Code of Conduct:

1. **You must carry out your 'duty of care' at all times**

- You must always consider the duty of care Beyond Limits Dumfries & Galloway owes to the people we support as paramount in all your actions. You must consider the consequences of

your actions or lack of actions on the physical and emotional well-being of the people we support.

- You must adhere to the current version of the Working Policy for the person receiving support.
- You must protect the financial interests of the people we support at all times. You must not steal, misappropriate or fail to account for or falsely account for property, assets or funds of the individuals we support. Please refer to *Beyond Limits Dumfries & Galloway* Finance Policy.
- You must respect and maintain the rights of the people we support to exercise choice in their lives.
- You must respect and maintain the rights of the people we support and their dignity and privacy at all times.
- You must not abuse, neglect or harm the individuals that we support.
- You must not form inappropriate personal relationships with the people we support.

2. You must cooperate with all reasonable instructions given to you

- You must contribute and adhere to the Working Policy developed for the person you support and any other operational policies, office and financial procedures.
- You must comply with all reasonable instructions or requests made by your managers.
- You must undertake any requirements for training/qualifications identified in your support and supervision sessions, or any external agency i.e. Care Inspectorate.

3. You must respect the people we support and employees you work with and uphold the values and mission statement for Beyond Limits Dumfries & Galloway at all times

- You must comply with the harassment and bullying policy.
- You must adhere to the equal opportunities policy and treat everyone at work with dignity and respect.
- You must respect that you are working in people's homes and maintain the standards appropriate at all times.
- You must not take your family, friends or pets into the homes of people we support unless this has been agreed by the person and your team leader.
- You must respect that the relationships of the people we support are valuable and respect these at all times, including the relationship they have with their family.
- Employees are required to ensure that they do not behave in a rude, prejudiced, violent or discriminatory manner.



- When supporting someone, employees are not to use their personal mobile phone for personal reasons. If you are waiting to receive, or needing to make an emergency call, then this should be discussed and agreed with your line manager.
- You must raise issues of serious concern about abuse or bad practice involving the people we support, dangerous practices at work, corruption, fraud or financial irregularities with your line manager in accordance with the policies Beyond Limits Dumfries & Galloway have in place for these issues.

4. You must be punctual in observing times of work

- You must attend work in accordance with your contract and the rotas agreed with your line manager and the person you support.
- You must not be absent from work without authorisation.
- You must follow Beyond Limits Dumfries & Galloway Absence Management Policy.

5. You must respect both the property of Beyond Limits Dumfries & Galloway the people we support and your fellow employees

- You must not make use of the telephone, computers, Internet or postal facilities and services belonging to the people we support or to Beyond Limits Dumfries & Galloway without management permission.
- You must not use Beyond Limits Dumfries & Galloway telephones (land line, mobiles or Internet) for personal calls except in emergencies or as authorised by your manager.
- You must only use Beyond Limits Dumfries & Galloway Information Technology email in accordance with Beyond Limits Dumfries & Galloway Information Technology policy. This includes a prohibition on accessing internet sites or chat rooms which contain material which could be considered offensive, e.g. with pornographic, racist or sexist content.
- You must only use Beyond Limits Dumfries & Galloway property for Beyond Limits Dumfries & Galloway activities.
- You must not steal or misappropriate or fail to account for, or falsely claim entitlement to Beyond Limits Dumfries & Galloway property, assets or funds.

6. You must protect the premises of Beyond Limits Dumfries & Galloway, people we support and the people working in them

- You must only smoke in those areas where smoking is permitted.
- You must follow safe work practices and use only equipment you are authorised to use.
- You must ensure that any health and safety equipment provided is utilised correctly.



- In the event of a fire or other alarm being activated, you must follow the appropriate procedure given by your line manager or written within the person's Working Policy or highlighted within the Health and Safety folder for the person you are supporting.
- You must comply with all health and safety requirements, including the requirement to report any health and safety hazards and to develop and comply with risks identified in a person's Working Policy.

7. You must be free from the influence of drugs and alcohol

- You should have the capacity on arrival at work and throughout your working day to fulfill your contractual duties and maintain a high standard of alertness. It is not acceptable to arrive at work under the influence of:
 - Illicitly obtained drugs
 - Other substances, e.g. Solvents, legal highs etc.
 - Alcohol
- This applies to all contexts in which you are at work including supporting people we support at social functions and on holiday. It also applies to lunchtimes and breaks at work. There are however, occasions when, at the discretion of your line manager, that some adjustments to this rule may be applied. This must be fully discussed and endorsed by the Director of the organisation before any final decision is made.

8. You must be truthful and accurate when completing Beyond Limits Dumfries & Galloway documents and records

- You must complete all personnel forms, including application forms, declarations of criminal records forms, medical records, leave requests and other company forms accurately.
- You must not falsify the time or attendance records for yourself or a fellow employee, or encourage a fellow employee to take such action on your behalf.
- You must not alter, destroy or retain Beyond Limits Dumfries & Galloway records or documents except in accordance with Beyond Limits Dumfries & Galloway policies.

9. You must comply with Beyond Limits Dumfries & Galloway policies, procedures and those of all external organisations including the Care Inspectorate's Fundamental Standards of Quality and Safety. Policies will be explained to you during your induction.

- You must read, understand (or seek support from your line manager if you do not understand) and comply with the policies and procedures relating to your day to day work with the people you support.



- You must seek support or guidance from your line manager or another appropriate person if you are unsure or do not feel adequately prepared to carry out any aspect of your work.

10. You must treat information acquired during the course of your job as confidential

- You must not share any documentation or information with any person outside of Beyond Limits Dumfries & Galloway relating to the business of the organisation, unless they are published for distribution to the general public.
- You must not disclose information about the people we support or your colleagues to any person outside of Beyond Limits Dumfries & Galloway and only to those within the organisation on a 'need to know' basis.

11. You must not become involved in situations which create a conflict of interests between Beyond Limits Dumfries & Galloway and those it supports.

- You must adhere to Beyond Limits Dumfries & Galloway Giving and Receiving Gifts/Buying and Selling Policy.
- You are not permitted to be a beneficiary of a 'Will' made by a person you support.
- You must not have line management responsibility for anyone with whom you have a close personal/family relationship e.g. spouse, partner, sibling, child.

12. You must represent the organisation whilst at work and when at any Beyond Limits Dumfries & Galloway out of work situations to a high standard.

- You must take all necessary steps required to safeguard the public image of Beyond Limits Dumfries & Galloway and preserve positive relationships with external agencies; families, members of the public and any other relevant parties. This includes the appropriate use of social networking sites etc.
- You must not act in ways which brings Beyond Limits Dumfries & Galloway into disrepute. You must ensure that your behaviour is acceptable, reflects well on the people we support, and is not improper or disorderly.
- You must disclose immediately to your line manager any cautions, convictions for a criminal offence or pending prosecution, which occur during your employment with Beyond Limits Dumfries & Galloway. This includes motoring offences.

This is not an exhaustive list. If in doubt about standards of conduct not referred to here, you should seek the advice of a Service Leader. Most importantly your conduct should always reflect well on the people supported by Beyond Limits Dumfries & Galloway and not devalue or cause them difficulties in their everyday lives.

- Employee's continued employment with Beyond Limits Dumfries & Galloway may in some circumstances be conditional on the approval of Third Parties (the people we support, family members, external agencies) on whose premises employees are working. If the Third Party withdraws permission for the employee to be at their site, Beyond Limits Dumfries & Galloway will consider all alternative arrangements that can be made in order to allow to maintain continued employment by the Organisation. If, however, in the sole opinion of Beyond Limits Dumfries & Galloway no alternative arrangements can be made, the organisation reserves the right to terminate the employee's employment.