

HR 1	Code of Practice
Operational as of January 21 st 2009	For review: December 20th 2009

1 Policy Statement

All staff should uphold and seek to achieve the objectives of the Ana Liffey Drug Project (ALDP). The conduct of staff should reflect the high quality standards the ALDP is striving for, in its work with all its stakeholders. The ALDP is committed to supporting staff in this objective.

2 Purpose

ALDP recognises its obligation and strives to ensure that all staff members, locum workers and volunteers have clearly communicated guidelines which inform their working practice. The purpose of this policy document is to outline the ALDP Code of Practice – general guidelines for good practice. The Code of Practice should be adhered to by all staff in all aspects of their work with ALDP, both within and outside the organisation. It should also inform staff members' reading of other ALDP policy documents.

3 Scope

This policy covers all people working under the banner of the ALDP. This includes all ALDP staff, locums and volunteers. This policy applies to these groups both inside and outside work. It also includes persons from other agencies conducting in-reach services in ALDP for the duration of the time that they are on ALDP premises.

4 Principles

The following principles are central to our work. Agents of the ALDP should also be aware of the ALDP's vision, mission and values.

4.1 Dignity and Respect:

We recognise the implicit power that ALDP agents have over the people who use our services. We expect those who represent the ALDP to be aware of this power. We expect all the people who use our services to be treated with dignity and respect.

4.2 Non-Discrimination:

Nobody who wants to use our services will be discriminated against on the grounds of age, gender, marital status, family status, race, ethnicity, membership of the Travelling community, religion, culture, class, disability, sexual orientation and/or medical status.

4.3 A Right to Complain:

We shall ensure that the rights of those who use our services are upheld. If service users wish to complain about the service we provide then staff should listen carefully and support the complainant as per the complaints procedure.

4.4 Active Inclusion:

We work hard to actively include people seeking access to our services. While it may be necessary to withdraw the drop-in service from people for time to time, we aim to limit these occasions. When the drop-in service has been withdrawn from someone, we will work to support them in other ways. Agents of the ALDP should be aware of the ALDP's inclusion policy.

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5 Key Practice Areas

5.1 Confidentiality

- 5.1.1** All information about current or previous service users obtained by any individual working for the Ana Liffey Drug Project is confidential to the organisation. Such information must not be disclosed to anyone outside the organisation without the consent of the individual concerned unless:
- There are exceptional circumstances, such as those identified by the confidentiality policy, **AND**
 - A member of ALDP's management has agreed to the extending of confidentiality
- 5.1.2** Information obtained about any individual cannot remain confidential to one employee or agent of the ALDP. Such information must be properly reported to the staff team / ALDP manager as appropriate. Generally, information should be reported to the staff team at the daily wind-down / weekly team meeting. In the case of a disclosure of sensitive information (e.g. alleged sexual abuse) the matter should be brought to an ALDP manager first.
- 5.1.3** There may be circumstances in which staff members obtain information about people who use the services of ALDP through their work with other organisations. Where this information is relevant to the Ana Liffey Drug Project's work with that person, the information should be shared with the ALDP staff team as per this policy and in line with the other organisation's confidentiality policy. Similarly, information obtained about service users whilst working at the Ana Liffey Drug Project should only be shared with other agencies in accordance with the Ana Liffey Drug Project's procedures for the exchange of such information.
- 5.1.4** If, at any time, employees or agents of the ALDP are unsure of their role in an issue regarding confidentiality, they should consult a member of ALDP management for guidance
- 5.1.5** In addition to the above guidelines, ALDP also strives to uphold its obligations on information provision and retention under relevant statutory provisions.
- 5.1.6** Employees and agents of the ALDP should also be aware of the organisation's confidentiality policy.

5.2 Professional Conduct and Integrity

5.2.1 General

- 5.2.1.1** It is important that employees and agents are reliable and punctual and that staff appearance is appropriate for professional relationships
- 5.2.1.2** Staff shall avoid any act which may bring the Ana Liffey Drug Project into disrepute or diminish the trust and confidence of the organisation's stakeholders or service users

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5.2.1.3 The use of violence in ALDP is unacceptable. If employees or agents are faced with a violent situation only reasonable restraint as defined by law may be used in order to protect self and/or others

5.2.2 Relationships with Colleagues

5.2.2.1 Employees and agents of the ALDP should maintain appropriate professional relationships with colleagues at all times.

5.2.2.2 Where a staff member feels a colleague's behaviour, competence or integrity is compromised in some way, they should discuss this with their line manager.

5.2.2.3 If a staff member is approached by a colleague with a complaint regarding another staff member, they should advise their colleague to raise the issue with an ALDP manager.

5.2.3 Relationships with Service Users

5.2.3.1 It is the responsibility of staff members to ensure a professional relationship with people who use ALDP's services is maintained.

5.2.3.2 It is the responsibility of staff to be aware of the social, legal and professional consequences of any act requested of them by a service user but which may be professionally, morally, legally or ethically questionable

5.2.3.3 As general guidelines, staff may not:

5.2.3.3.1 Lend or borrow money to/from service users

5.2.3.3.2 Make or receive gifts to/from service users

5.2.3.3.3 Sell/purchase items to/from service users

5.2.3.3.4 Engage service users to carry out private work

5.2.3.3.5 Hold prescription medication for service users

5.2.3.4 Unofficial contact or any form of non-professional relationship with service users by staff is not permitted and will result in disciplinary action.

5.2.3.5 Employees / agents of the ALDP may not misuse alcohol, illicit drugs or prescription drugs in the course of their duties. Any exception to this rule must be approved in advance by the Director.

5.2.3.6 Employees / agents of the ALDP shall ensure that no activities they engage in outside the ALDP (e.g. as a member of a group or organization) will be detrimental to the welfare and well being of any service user or to the reputation of the ALDP

5.2.3.7 Employees / agents of the ALDP shall not impose their personal beliefs (e.g. religious, political) on service users

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5.3 The Public Profile of ALDP

- 5.3.1** Employees / agents of the ALDP are expected to be committed to the aims and objectives of the Ana Liffey Drug Project and promote the work and policies of the organisation in external contacts.
- 5.3.2** Invitations to speak on behalf of the Ana Liffey Drug Project may only be accepted with prior permission of the Director unless this is an integral part of the job and contained within a person's job description.
- 5.3.3** No employee / agent of the ALDP may give information about the Ana Liffey Drug Project, its work or service users to any member of the media without permission from the Director.
- 5.3.4** No employee / agent of the ALDP may permit a member of the media onto ALDP premises without prior permission from the Director

5.4 Finance

- 5.4.1** The ALDP is committed to maintaining the highest standard of financial probity. We recognise that as a recipient of public funds and private donations, we have a duty to use our financial resources properly and effectively.
- 5.4.2** Detailed financial procedures are outlined in a separate document and all staff members are expected to abide by these. In general, all financial transactions should be properly authorised and recorded. Where staff members are seeking reimbursement for expenses receipts for expenditure must be obtained.
- 5.4.3** All financial donations should be sent to the Director.
- 5.4.4** No one working for the Ana Liffey Drug Project may be given a loan by the organization, or cash personal cheques with the organization. Staff may not use money from petty cash, apart from in the normal course of business, and with permission from an ALDP manager.
- 5.4.5** Any fees, payments or gifts which staff members receive from external sources as a result of their connection with ALDP must be declared to the Director. All such items should be treated as donations to the Ana Liffey Drug Project unless otherwise authorised by the Director.
- 5.4.6** Anyone who has a financial interest in any organisation or individual with whom the Ana Liffey Drug Project is carrying out a transaction should declare that interest.