

OSPIDÉAL SAN SÉAMAS
ST JAMES'S HOSPITAL



ST JAMES'S HOSPITAL

EMPLOYEE CODE OF ETHICS & BEHAVIOUR





CONTENTS

1. Foreword	4
2. Introduction	5
Mission Vision Values	
Ambition	
3. Purpose and Scope of the Code	6
Purpose	
Scope	
4. Relevant Legislation	7
5. Guiding Principles and Standards of Employee Ethics & Behaviour	7
5.1 Respect for the Law and System of Governance	7
5.2 Respect for Persons (including equality and diversity)	8
Relationships with the Public	
Relationships between Employees	
Relationships with Patients and their Families	
Dress and Appearance of Employees	
5.3 Working with Integrity	11
Confidentiality and Public Comment	
Conflict of Interest	
Intellectual Property	
Engagement in Outside Employment	
Attraction of Benefits or Gifts in relation to the Performance of Official Duties	
Protected Disclosures (Whistleblowing)	
Conduct in relation to Research Activities in the Hospital	
Professional and Personal Relationships	
5.4 Working with Diligence	16
Responsible Discharge of Duties	
Use of Alcohol and Illegal Drugs	
Personal Conduct both On and Off Duty	
5.5 Appropriate Use of Hospital Property and Resources	18
6. Breaches of the Code	19
APPENDICES	
Appendix 1 – Staff Charter	20
Appendix 2 – Legislation	22
Appendix 3 – Code of Behaviour between employees and Children	24

1. FOREWORD

The Employee Code of Ethics & Behaviour (the Code) is a guide to assist individual employees in understanding the appropriate standards of conduct expected of them as employees of St James's Hospital (the Hospital), and provides direction on a range of ethical issues that may confront them in their day-to-day work.

The Hospital recognises the importance of employee's contribution to the Hospital's mission, and the impact employee behaviour has on the work environment. In an environment as complex as the tertiary healthcare setting, circumstances requiring ethical judgement can be anticipated on a regular basis.

The Code has been approved by the Hospital Board and was drafted in consultation with employees, unions and relevant professional associations.

The Hospital is committed to reviewing the Employee Code of Ethics and Behaviour so that it reflects contemporary, statutory or regulatory requirements and emerging ethical issues.

The Hospital values its staff and aspires at all times to ensure an environment and circumstances in which employees can work in innovative ways. When adopting new work practices, employees must operate at all times within the framework provided by the Hospital's values and policies. Agreement to abide by this Code is an integral

component of the Hospital's contract of employment with each employee.

Employees are expected to abide by the standards prescribed herein and to strive for the highest possible ethical standards of behaviour and conduct at all times. The code will help us understand our responsibility as public officials and to determine appropriate action when faced with situations that require sound ethical judgement.

The Hospital is committed to complying with all applicable statutory requirements and standards, promoting a culture of fair and ethical behaviour and encouraging the reporting of corrupt practices, breaches of the law and matters detrimental to the Hospital or its reputation.

The Hospital Board fully supports the principles and related practices contained in this Employee Code of Ethics and Behaviour. The Code represents our commitment to the ethical and professional conduct expected of employees in accordance with the Ethics in Public Office Act 1995. All employees are expected to comply with its underlying principles, so that the Hospital becomes a place where we and those who follow us are proud to work.

Mary Day
Chief Executive Officer



2. INTRODUCTION

The Hospital's mission, vision and values guide the Hospital in its delivery of high-quality health and social care services.

MISSION

St James's Hospital's mission is to provide our patients with timely access to high quality care that addresses all of their healthcare needs, across the entire patient journey.

This will be achieved through the establishment of an Academic Health Science Campus (AHSC) framework, constituted formally with our primary academic partner Trinity College Dublin. As a bed of research and innovation, the AHSC will support best practice care for patients and introduce pioneering new treatments arising from research, innovation and clinical trials conducted on the campus. The AHSC will be designed to leverage the value of integrating the tripartite mission of:

- Service
- Education
- Research and Innovation

For the benefits of patients, community, and the knowledge economy.

VISION

St. James's Hospital vision is to provide a world-class Academic Health Science Campus (AHSC) where it is a great place to be a patient, a great place to work and a great place to learn

AMBITION

St James Hospitals ambition is to be a national leader in providing a comprehensive range of healthcare services to treat the patient from birth into adulthood, all in one central campus.

Our international ambition is to create a comprehensive world-class health system in conjunction with our designated healthcare partners, which will be a recognised leader in health in both at home and abroad.



VALUES

At St James Hospital



WE CREATE A CARING
ENVIRONMENT FOR
EVERY PATIENT



WE ARE
INNOVATIVE
AND



WE ARE A
COMMUNITY

We provide the best care to every patient through our personal and shared commitment to excellence in clinical practice, service, education, research, and innovation

3. PURPOSE & SCOPE OF THIS CODE

PURPOSE

The public expect that the employees of this public sector Hospital will maintain a high level of professionalism and conduct at all times.

This Employee Code of Ethics and Behaviour serves to guide, protect and assist individual employees to adhere to appropriate standards of conduct.

The Hospital recognises that many of its employees are also bound by the Codes of Conduct of professional groups. This Code does not take precedence over such standards and employees are encouraged to conform to the relevant professional codes in conjunction with the Hospital's Code.

This Code is not intended to be an exhaustive description of matters (legal or otherwise) which are addressed in the context of the relationship between the Hospital and its employees.

SCOPE

The provisions of this Code apply to all employees of the Hospital.

Employees should be aware that any breach of the Code may result in disciplinary action being taken up to and including dismissal. The Hospital is a complex organisation comprising diverse groups that have different relationships to one another and as such it is essential that all employees recognise and respect not only their own rights and responsibilities¹ but also the rights and responsibilities of other employees and stakeholders and those of the Hospital itself.

Contractors will be required to adhere to this Code during the contract period, and contracts should reflect this condition. The contractor will be issued with a copy of this Code.



4. RELEVANT LEGISLATION

Some of the requirements in this Code arise from the provisions of various Acts, Regulations, Policies and Ministerial Instructions. Other elements are generally acknowledged standards that reflect community expectations of people employed in the public sector.

Some are particular applications of general principles that are considered necessary to ensure that integrity is maintained to support the Hospital's aspiration of providing world class health care

5. GUIDING PRINCIPLES AND STANDARDS OF EMPLOYEE ETHICS & BEHAVIOUR

Our community is entitled to expect the functions of the Hospital be carried out with integrity and efficiency and are effective, respectful, fair and impartial. To meet this expectation employees are required to abide by the Code.

The Employee Code of Ethics and Behaviour is set out in 5 sections:

- Respect for the Law and System of Governance
- Respect for Persons (and for Equality and Diversity in the workplace)
- Working with Integrity
- Working with Diligence
- Appropriate use of Hospital Property and Resources.

5.1 RESPECT FOR THE LAW AND SYSTEM OF GOVERNANCE

Hospital employees shall comply with the laws of Ireland and the European Union, and implement decisions and policies of the elected Government faithfully and impartially.

Engagement in criminal or illegal behaviour is punishable through external legal channels, and in some cases, reportable to external

agencies, and may (depending on the circumstances) also lead to disciplinary action up to and including dismissal under the Hospital's Disciplinary Procedures.

It is expected that employees will:

- Implement and fulfil all regulatory and supervisory obligations imposed on the Hospital, & their professional discipline
- Cooperate with the relevant regulatory and statutory bodies
- Ensure compliance with all relevant legislation when carrying out work for, or on behalf of, the Hospital
- Adhere to Hospital policies
- Report all adverse incidents and near miss events which affect patients, visitors, employees or contractors
- Refrain from smoking and vaping in all Hospital premises and grounds
- Engage in Open Disclosure of patient safety events in accordance with hospital policy and with the Patient Safety Act (Notifiable Incidents), 2023

5.2 RESPECT FOR PERSONS (AND FOR EQUALITY AND DIVERSITY IN THE WORKPLACE)

The Hospital is committed to creating and maintaining an environment where employees are valued, respected and able to realise their full potential. Harassment and discrimination in any form such as sexism, racism or bullying have no place in the Hospital.

These are serious issues that undermine morale and can adversely affect the ability of employees to feel included within the Hospital.

Employees shall treat all patients, their families, colleagues and members of the public, with proper regard for their rights and entitlements, and shall act responsibly in the performance of official duties at all times.

Employees shall treat all persons justly, without harassment or discrimination and without support for those who harass or discriminate against colleagues, employees or patients on the grounds of gender, family status, sexual orientation, disability, religion, marital status, age, race or membership of the Traveller community. Disciplinary action will be taken against any employee found to have bullied, harassed or to have discriminated against others in the workplace.

Such harassment or discrimination may constitute a breach of the Employment Equality Acts 1998 -2021 or of the Equal Status Acts, 2000 to 2018.

If employees are confronted by abusive, offensive or threatening behaviour, they are entitled to suspend their dealings with the offending person/s and are not to reciprocate the abuse.



It is expected that employees will:

- Protect the privacy & dignity of others by maintaining appropriate confidentiality regarding personal matters
- Contribute to a safe, healthy and secure workplace that is free from all forms of bullying and harassment and any form of discrimination
- Support equity of access to employment within the Hospital
- Be professional, responsive and courteous when communicating with others by whatever means
- Behave ethically and act professionally at all times
- Be fair when dealing with others and ensure decision making is impartial without the influence of one's political ideology or association
- Deal with differing opinions by respectful and rational debate
- Encourage the use of appropriate Hospital procedures when dealing with those who are dissatisfied with decisions in relation to Hospital services
- Be aware and inform visitors and patients, where appropriate, that the hospital does not tolerate any form of harassment and/or discrimination.

RELATIONSHIP WITH THE PUBLIC

Employees must be mindful that they are ambassadors of the Hospital to the public. The manner in which employees service the public's need, and how they behave generally, influences the public's attitude toward the Hospital.



RELATIONSHIPS BETWEEN EMPLOYEES

In addition to the generic expectations when working with others, employees must treat each other as individuals with rights to be respected and protected.

It is expected that employees will:

- Promote mutual respect in their relationships with other employees and work as a team with colleagues to achieve the goals of the Hospital
- Consult appropriately with all stakeholders in meeting the service and patients' needs
- Comply with safety and security directives and advise management and all relevant employees of potential or actual problems with regard to safety in the workplace
- Promote mutual respect for different cultures and religions.

RELATIONSHIPS WITH PATIENTS AND THEIR FAMILIES

The Hospital is committed to providing an environment in which patients and the public are treated with dignity and respect who in return are respectful to employees, and in which adults and children are safeguarded from risks including the risk of abuse³. All allegations of abuse are taken seriously and appropriately investigated, in line with local and national policy. The Hospital acknowledges that it also has a duty of care towards any employee against whom an allegation of mistreatment is made, and all allegations are reviewed confidentially.

Respect, dignity and kindness is accorded to all patients at all times, including at end of life and after death.

While its primary concern is for its patients, the Hospital acknowledges the role of patients' families, external agencies and individuals including ministers of religion in contributing to the patient's welfare. In so far as it is reasonably possible, such contribution will be supported.





It is expected that employees will:

- Provide compassionate care and treatment to patients, ensuring that their relationship remains professional at all times
- Respect and promote the dignity, privacy and autonomy of all persons who use the Hospital's service
- Enable and support patients in participating in decisions relevant to their condition, and their treatment and care options. This includes facilitating cultural, language, and communication barriers, in so far as is reasonably possible
- Respect patients right, and capacity to make decisions in relation to their health and social care. Support patients in optimising their decision-making capacity where that capacity is impaired
- Be aware of their obligations in terms of safeguarding from all forms of abuse (e.g. physical, psychological, emotional, neglect, sexual and financial), and the action they should take in the event of abuse being witnessed, suspected or alleged³
- Respect the different cultures, religions and beliefs of patients
- Respect and protect the rights of children at all times
- Declare the nature of any pre-existing relationship with a current in-patient, (for example; parent, child, spouse, niece) to their supervisor. It is not appropriate for employees to provide direct patient care to a relative, or to seek to influence the care of a relative.

DRESS AND APPEARANCE OF EMPLOYEES

It is expected that employees will:

- Maintain the image of the Hospital as a professional organisation by wearing uniforms and corporate clothing as required and according to the Uniform and Dress Code Policy (see footnote⁵)
- Maintain a general appearance that is neat and clean at all times appropriate to the professional requirements of the role
- Wear a visible Personal Identity Card at all times in the Hospital
- Wear or use the appropriate clothing and equipment supplied or required for the tasks being performed (e.g., Personal Protective Equipment).

5.3 WORKING WITH INTEGRITY

Employees are placed in a position of trust by being employed by the Hospital. They are therefore required to maintain and enhance public confidence in the services provided by the Hospital.

In compliance with the Data Protection Acts 1988-2018 and GDPR, the Hospital has taken measures to guard against unauthorised access to both computer based and paper based personal data. All employees are responsible for communicating upwards problems of operation, non-compliance or other policy violations. Any misuse or abuse

of passwords and/or access to the Hospital's information and communication systems is subject to review through the Hospital's Disciplinary Policy.



It is expected that employees will:

- Safeguard their passwords and personal ID data
- Comply with the relevant statutory provisions such as the Data Protection Acts
- Access the information and communication system for the performance of their official duties only
- Ensure that the accessing, creating, storing, copying, retrieving or distributing of information/material has the appropriate level of authorisation and confidentiality
- Observe the strictly limited private and personal usage of the Hospital's communication and information devices such as the internet or email
- Not use the Hospital's communication or information resources to maintain or support a private business enterprise for personal gain or profit, or to interfere with the operations of the Hospital
- Not send emails or SILO messages which may cause offence or annoyance to others.



CONFIDENTIALITY AND PUBLIC COMMENT

The Hospital recognises that many employees have access to information and material which is confidential to the Hospital and its clients. Employees are required to:

- Operate within the guidelines which are designed to safeguard the privacy and confidentiality of information obtained in the course of their duties, and to ensure that the integrity, confidentiality and privacy of such information is maintained both during and after employment has ended with the hospital
- Operate the same standards in respect of maintaining the privacy of oral communications
- Undertake Data Protection Awareness Training before accessing hospital systems and understand their responsibilities under Data Protection legislation, Freedom of Information legislation, and relevant hospital policies relating to confidentiality.

Employees files are highly confidential records relating to employees and as such it is essential employees feel confident that information relating to them is treated in an appropriate manner, with due attention paid to protecting the privacy of this information even outside of normal hospital business.

The Hospital recognises that on occasion, an individual employee may have a family member or relation become a patient of the Hospital. Employees have no right to obtain their relatives' personal medical records or confidential information without the informed consent of the patient. Audit trails of access are recorded and monitored on hospital systems.

The Hospital recognises that employees have the right to make public comment and enter public debate on political, community and social issues in a private capacity. However, employees must consult the CEO before engaging in public debate in circumstances where the reputation of the Hospital could be adversely affected.

Breaches of confidentiality may lead to disciplinary action under the Hospital's Disciplinary Policy.

It is expected that employees will:

- Ensure that confidential documents/ information, including employee files (electronic and paper based) are kept secure at all times and are not released to unauthorised persons
- Observe total confidentiality in relation to commercially sensitive or personal information obtained in the course of their duties
- Clearly outline, when making public statements, whether they are acting in a personal capacity or in an official capacity on behalf of the Hospital
- When providing information in the course of their duty ensure that it is accurate and objectively true
- Only make official comments when on the authority of the Chief Executive Officer, or when giving evidence in court or when required by law
- Adhere to the St James policy on engagement with social media. Confidential information regarding St James Hospital business practices and procedures or personal information about any St James patients, clients or employees must not be posted or discussed on internet social networking websites, internet video hosting/sharing websites, internet discussion forums, message boards or internet chat rooms.⁶

CONFLICT OF INTEREST

The Hospital recognises that employment in the public sector setting attracts the potential for conflicts of interest.

Conflicts of interest that lead to biased decision making may constitute corrupt or unfair conduct. Employees should take suitable measures to avoid, or appropriately deal with, any situation or relationship in which they may have, or be seen to have a conflict of interest that could, directly or indirectly, compromise the discharge of their duties. When employees become aware of such a situation, they should take appropriate steps to disclose the conflict, or potential conflict, to their line manager or other appropriate person. Failure to do so and continuation of such a conflict will lead to disciplinary action. In the case of the Chief Executive Officer, he/she will disclose conflicts of interests to the Chairperson of the Hospital Board. Relevant employees are also required to complete appropriate declarations pursuant to the Ethics in Public Office Acts, 1995-2001.

INTELLECTUAL PROPERTY

The Hospital owns the intellectual property rights to inventions, discoveries or publications developed by Hospital employees in the course of their employment, unless ownership of such rights has been agreed otherwise by contract or assignment.

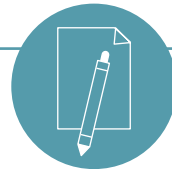
ENGAGEMENT IN OUTSIDE EMPLOYMENT

Certain employees may engage in outside employment, consultancies and/or businesses, subject to the limitations of their contractual engagement with the Hospital, the provisions of the Organisation of Working Time Act, and provided that such other duties do not interfere with or diminish the capacity of the employee to discharge his/her duties and responsibilities to the Hospital.

If there is any real or potential conflict of interest, the duties of one's position in the Hospital must come first. The CEO must be notified of instances of outside employment presenting a potential conflict of interest.

It is expected that employees will:

- Disclose instances where they hold an interest directly or indirectly in groupings, or enterprises which deal commercially and/or contractually with the Hospital
- Disclose instances where they can influence the procurement and awarding of contracts associated with the Hospital
- Declare in writing to the CEO or his or her nominee, any other personal or financial interest that may impinge or might reasonably be deemed by others to impinge on an employee's impartiality, in any matter related to his or her duties
- Declare the presence of a pre-existing personal relationship when participating in decisions affecting that person
- Discuss the potential conflict of interest with their manager if uncertain whether a conflict exists.



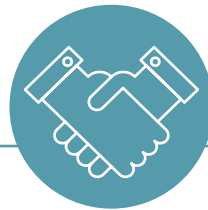
ATTRACTION OF BENEFITS, MONETARY GIFTS OR GIFTS IN RELATION TO THE PERFORMANCE OF OFFICIAL DUTIES

The Hospital recognises that there will be instances where employees will be offered benefits such as monetary gifts, gifts, travel, sponsorship and hospitality in respect of associations and activities arising purely and solely by virtue of their position in the Hospital. Enrichments which are materially significant⁷ and/or calculated to engender or reward bias towards the Hospital are prohibited.

The Hospital acknowledges that patients, clients or business contacts will from time to time recognise the efforts of employees by offering gifts. The provisions of this document relating to gifts and benefits are not intended to remove this valued source of recognition and goodwill. Rather, the provisions are intended to protect employees from accepting or giving gifts which may compromise them, or the Hospital, in the future.

PROTECTED DISCLOSURES (WHISTLEBLOWING)

The Protected Disclosures Act 2014-2022 govern protected disclosures or 'whistleblowing' in the hospital. The Act provides a robust statutory framework within which workers can raise concerns regarding potential wrongdoing that has come to their attention in the workplace, in the knowledge that they can avail of significant employment and other protections if they are penalised by their employer, or suffer any detriment, for doing so. Disclosures may be made to (a) Hospital Management (b) a Prescribed Person (c) the Minister for Health (d) a Legal Advisor. Further information is available in the Protected Disclosures Policy available on the intranet



It is expected that employees will:

- Not seek or accept money or loans from relatives or patients
- Not give or receive corporate gifts, sponsorship, hospitality, preferential treatment or benefits, which might affect or appear to affect the ability of the donor or the recipient to make independent judgement
- Accept modest hospitality provided that the acceptance does not oblige the Hospital in any way to use the supplier or contractor supplying the hospitality
- Return gifts to the sender when the receipt could present the recipient with a conflict of interest
- Notify their supervisor and detail returned gifts immediately.

COMPETITION AND PURCHASING

It is the responsibility of the Hospital Board and management to ensure compliance with national guidelines and relevant European Union Directives regarding procurement and competitive tendering.

It is the responsibility of all Hospital employees to be honest, ethical and professional in their dealings with suppliers and contractors and to alert senior management to any issues of suspected fraud or corruption.



It is expected that employees will:

- Encourage and engage in fair, ethical, honest and effective competition in business dealings involving the Hospital at all times
- Ensure the Hospital's accounts and reports accurately reflect business performance and are not misleading or designed to be misleading
- Support Hospital control measures designed to prevent fraud and ensure compliance with prescribed procedures.



CONDUCT IN RELATION TO RESEARCH ACTIVITIES IN THE HOSPITAL

Disclosure of any potential conflict of interest is essential for the responsible conduct of research. Researchers have an obligation to disclose any affiliation with, or financial involvement in, any organisation or entity with a direct interest in the subject matter or materials of researchers. A conflict of interest may also arise if any organisation or entity with a direct interest in the subject matter provides direct benefits to the researchers such as sponsorship of the investigation, or indirect benefits such as the provision of materials or facilities, or the support of individuals such as provision of travel or accommodation expenses to attend conferences. Research approval applications must disclose all relevant information to Hospital management.⁸

PROFESSIONAL AND PERSONAL RELATIONSHIPS

Employees must ensure that personal relationships will not conflict with their duties and responsibilities within the Hospital. Examples of personal relationships are family relationships, positive and negative emotional relationships (including sexual relationships, antagonisms, close friendships), and financial relationships (including sponsorships). Relationships which have the potential to compromise one's working responsibilities should be discussed with an immediate supervisor.

5.4 WORKING WITH DILIGENCE

Employees are required to exercise proper diligence, care and attention and to seek to achieve high standards of administration, professional conduct and community service in the performance of their duties.



RESPONSIBLE DISCHARGE OF DUTIES

It is expected that employees will:

- Adhere to the highest standards of professional competence, integrity and honesty and conduct themselves in a manner which is consistent with and promotes the values of the Hospital
- Respect the principles of equality
- Actively consider the health and safety of themselves and others when carrying out their duties
- Act honestly and in good faith
- Disclose, in the interests of health and safety, the presence of any medical condition that could impact on fellow employees or patients
- Not engage in any unauthorised commercial activities on Hospital grounds.



USE OF ALCOHOL AND ILLEGAL DRUGS

The use of alcohol or illegal drugs or substances are not permitted in the workplace, hospital buildings or the hospital campus. The Hospital will notify the relevant authorities in the instance of use or possession of illegal drugs or substances by employees.

The consumption of alcohol or drugs is not permitted in the workplace with the exception of alcohol at events where prior approval has been granted by corporate management, or where a drug has been legally prescribed for the individual. Employees must not be intoxicated or under the influence of alcohol or drugs at the workplace or whilst under the direction of the Hospital. Employees are prohibited from using illegal drugs or consuming alcohol at any time when they are On Call.

Employees required to take prescribed medication during work hours must be able to perform their work responsibilities in a safe manner. Employees have a duty to inform their supervisor as soon as practicable when the use of prescribed medication impacts on their ability to conduct their duties or affects the safety of others. This may involve a referral to the hospitals Occupational Health Department.

PERSONAL CONDUCT BOTH ON AND OFF DUTY

Employees shall conduct themselves in a manner that promotes a professional image and reflects positively on their profession and on the Hospital, at all times. Interactions with the public both on and off duty should be conducted in a polite and professional manner.



5.5 APPROPRIATE USE OF HOSPITAL PROPERTY AND RESOURCES

In the performance of their duties, all employees should ensure resources are used effectively, efficiently, carefully and not wasted, abused or used improperly or extravagantly.

Hospital resources should not be used for personal purposes unless express permission has been granted in accordance with the appropriate hospital policy.

The hospital is committed to providing and maintaining safe workplaces, plant and systems of work. All activities are required to be properly planned and conducted within statutory, industry and all other relevant standards to ensure the health, safety and welfare of all employees and others.



USE OF HOSPITAL PROPERTY AND RESOURCES

It is expected that employees will:

- Ensure both human and material resources are managed efficiently and effectively, and for legitimate purposes at all times
- Unless prior approval has been given, only use Hospital resources for work related purposes (even with approval, usage of Hospital resources must be kept to a minimum)
- Diligently follow the Hospital's procedures for efficient financial management
- Not make personal phone calls using Hospital telephones except in cases of emergency. The use of mobile phones for personal use are prohibited in the Hospital, except during official break times
- Work within relevant health and safety standards to maintain safe workplaces, plant, systems of work and appropriate health safety and welfare standards.

6. BREACHES OF THE CODE

Employees should note that breaches of this Employee Code of Ethics and Behaviour may lead to disciplinary action in accordance with the Hospital's Disciplinary Policy.

Certain actions which breach this Code may also amount to behaviour which is criminal in breach of the professional regularity code and/or subject to civil sanctions.



APPENDIX 1 – STAFF CHARTER

A GUIDE TO RIGHTS AND RESPONSIBILITIES –

St James's Hospital is committed to supporting its employees in the delivery of high-quality services to patients and this commitment is demonstrated through the Staff Charter.



AS A MEMBER OF STAFF, YOU HAVE THE RIGHT TO:

- Be treated equally, with openness, honesty, courtesy and respect; and have others listen to and consider your point of view.
- Expect the Hospital to promote and use fair employment practice.
- A periodic work review that identifies career and development needs that will add value for you and the Hospital and have your knowledge, skills and competencies enhanced and developed. Know that your contribution to the Hospital is valued and recognised.
- Be supported by managers and colleagues to have access to the Hospital's policies and procedures.
- Effective leadership from your manager and to work in an atmosphere of partnership and trust.
- Understand what is expected of you and that such expectations should be reasonable.
- Work in an environment that encourages innovation.
- Request working arrangements that achieve a fair balance between home and work commitments and have such requests appropriately considered.
- Be listened to, expect a response from your manager, and know there is an effective communication structure in place which actively encourages feedback.
- Know what is going on in the Hospital and highlight practices or services that could be improved knowing there will be no repercussions from doing so.
- Have your strengths and weaknesses respected, to learn from your mistakes, expect others to respect your confidentiality and to work in a hospital you can be proud of.
- Work in a safe, secure and healthy environment where there is zero tolerance of verbal, mental and physical abuse of employees.
- Expect appropriate responses from managers giving constructive criticism, acknowledging mistakes and respecting peoples' strengths and weaknesses.
- Belong to a trade union, if you so choose.



AS A MEMBER OF STAFF YOU HAVE THE RESPONSIBILITY TO:

- Treat others equally, with openness honesty, courtesy and respect; and consider other peoples' points of view.
- Do your job to the best of your ability, in line with service requirements and work with managers to build a trusting partnership.
- Be active in reviewing work standards, identifying personal objectives & development needs.
- Take part in development and training opportunities that help the Hospital achieve its aims.
- Contribute to the Hospital's aim of improving the health and well-being of all its patients. Ask questions and use your initiative.
- Support managers and colleagues and be open to new and better ways of doing things.
- Be open to work flexibly across traditional employee groups and disciplines.
- Listen to others and communicate effectively with patients, employees, relatives and the public.
- If provided with access to email, monitor and respond to messages as appropriate
- Keep yourself up-to-date with Hospital developments and share your skills, experience and knowledge to support others.
- Be aware of, and comply with, the Hospitals policies and procedures and seek advice and assistance when in any doubt.
- Champion change that makes the hospital a better employer or service provider.
- Accept constructive feedback, acknowledge your areas for learning, performance or professional development and also respect and respond to other employees' training and professional development needs
- Act responsibly and appropriately when raising issues of concern, having regard to the seriousness of a situation and the risk of physical violence to yourself and other employees.
- Report any concerns promptly and actively promote and maintain a safe, secure and healthy environment.
- Contribute to a partnership approach with employees/ patients/stakeholders in the Hospital.
- Respect confidentiality and help make the Hospital the best organisation it can be.

APPENDIX 2

LEGISLATION²

The Employee Code of Ethics and Behaviour takes into consideration:

- Companies Act 2014
- Code of practice of the Governance of State Bodies, 2016
- Children First Act 2015
- Criminal Justice Act 2011
- Data Protection Acts 1988-2018 (including Regulation 2016/679 of the European Parliament and Council of 27 April 2016 (the "GDPR"))
- Employment Equality Acts 1998 - 2021
- Equal Status Acts 2000 – 2018
- The Ethics in Public Office Act 1995 - 2001
- European Union Directives
- Freedom of Information Act 2014 and associated codes
- Guidelines for Health Service Employers on Preventing Patient/ Client Abuse and Dealing with allegations of abuse against employees – HSEA
- All relevant public procurement guidelines and policies
- Organisation of Working Time Act 1997
- Misuse of Drugs Act 1977
- Principles of Quality Customer Service for Customers and Clients of the Public Service as per the Code of Practice for the Governance of State Bodies 2001
- Safety, Health and Welfare at Work 1989 and 2005
- Code of Practice for Employers and Employees on the Prevention & Resolution of Bullying at Work, 2020





CODE OF BEHAVIOUR BETWEEN EMPLOYEES AND CHILDREN

St James's Hospital is committed to the protection and welfare of children. This code is to be used as a guide to all employees who have contact with children under the age of 18 years.

When children are in St James's Hospital they are entitled to:

- Be treated with respect, dignity and sensitivity
- Be safe and feel safe
- Be valued as individuals regardless of age, gender, race, culture, or religion
- Be listened to
- Make their concerns known and have them dealt with in an appropriate manner
- Participate in decision making appropriate to their age and understanding
- Comment and make suggestions in a constructive manner
- Be adequately supervised when they are in hospital
- Be protected from abuse
- Be encouraged and praised.
- When working with children, employees need to consider the following matters:
 - Development of an appropriate working relationship with children based on mutual trust and respect
- All complaints, allegations, or concerns of child abuse (including historical abuse) need to be recorded and reported according to hospital policies and the Children's First Act, 2015
- Employees should not engage in inappropriate behaviour with children, or use inappropriate language that could be misinterpreted, or the sharing of any personal details such as mobile phones/contact details.
- While physical contact is a valid way of comforting, reassuring or showing concern for a child, it should only be carried out in response to a child's need, and it should be governed by the age and developmental stage of the child
- Employees should not engage in or allow inappropriate touching, or be alone with children. They should ensure that all physical contact is appropriate and has the permission of the child, parent(s)/guardians
- Employees should not complete tasks of a personal nature that a child is able to do for themselves
- Children are to be offered a chaperone in accordance with the Chaperone Policy.⁹



FOOTNOTES

- 1 See Appendix 1: Staff Charter
- 2 See Appendix 2: a list of relevant legislation
- 3 See Safeguarding Adults at Risk of Abuse - Standard Operating Procedure SJH:CE0005
- 4 See Appendix 3: Code of Behaviour between Staff and Children
- 5 See Uniform/Dress Code Policy
- 6 See Social, Digital and Broadcast Media Policy SJH:CE0016
See: <http://www.hse.ie/go/socialmedia/> and <http://www.hse.ie/eng/staff/Resources/socialmedia/facebook.pdf>
- 7 Code of Practice for the Governance of State Bodies 2001. gov.ie - Code of Practice for the Governance of State Bodies (www.gov.ie)
- 8 See Research and Innovation Section on the SJH Intranet
- 9 See the "Trust in Care":(2005); which is referenced in the SJH Child Protection policy <https://www.hse.ie/eng/staff/resources/hrppg/trust-in-care.pdf>
Children's First National Guidance for the Protection and Welfare of Children 2017
<https://www.hse.ie/eng/services/list/2/primarycare/childrenfirst/resources/children-first-national-guidance-for-the-protection-and-welfare-of-children-2017.pdf>
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