

# *Finglas Cabra Partnership's LESN* *Code of Ethics*

## *Introduction*

The purpose of the Code of Ethics is to offer guidance to LESN staff in how they ought to act in their relationship with clients, other staff and external organisations. The Code also outlines the values that should underpin the actions of all employees.

It is not possible to provide for every situation in the Code of Ethics as the Code reflects general principles of behaviour. If there is doubt about any particular situation, staff must consult a supervisor or manager about that situation.

## *Definition*

Our Code of Ethics outlines the values and ethos of the FCP. Its core elements are:

- ◆ Equality & Fairness
- ◆ Respect for Individuality
- ◆ Courtesy
- ◆ Non Judgemental Manner
- ◆ Empathy
- ◆ Pro Active
- ◆ Accountability
- ◆ Integrity, Honesty & Fairness in dealing with clients, colleagues and other LESN partners
- ◆ Self Determination within the laws of the land
- ◆ Right to Confidentiality within the provisions of the confidentiality statement of the LESN of the Finglas Cabra Partnership.

## *Clients*

In keeping with the Finglas Cabra Partnership Equality Policy staff shall, have sensible regard for clients not diminished by factors such as gender, sexual orientation, disability, religion, race, ethnicity, age, national origin party politics, social standing or class. Convey sensible respect for prevailing community mores, social customs and cultural expectations.

## *Other Agencies*

In order to meet client needs the LESN staff will;

- ◆ Identify & build key relationships
- ◆ Inform themselves of other agency briefs
- ◆ Share information according to agreed protocols

- ◆ At all times promoting the rights, dignity & worth of clients

### **Employers**

We recognise the value and importance that employers play in our service. We work to advocate on behalf of clients and to ensure that best practice in employment legislation is adhered to.

### **General Public**

As employees of the Finglas Cabra Partnership, it is our role to ensure that LESN responds fully to the requirements of the public as provided for in government policy. In line with our Customer Charter, we shall ensure that all customers, members of the public and colleagues are treated equally and with respect at all times. We shall also ensure that the interests of the public are considered at all times. All requests for information, service or advice shall be responded to with courtesy, sensitivity and with the minimum of delay. In all cases, we shall provide contact names to ensure that communication is conducted as effectively and efficiently as possible.

### **Gifts**

Staff recognise that on occasion clients give out small gifts of sweets, plants, flowers, wine etc. The maximum value of an acceptable personal gift is €15.00. The guiding principle of our conduct will be that no gift, meal or corporate entertainment will be accepted where it could reasonably be perceived to contribute to the perception that preferential treatment could be secured from us in our capacity as LESN employees. Corporate gifts will be declared and raffled between staff.

### **Colleagues**

LESN staff should show due respect for their colleagues at work, including their values and beliefs. LESN staff should ensure that their behaviour towards other colleagues is appropriate in the workplace. LESN staff have a legal duty not to discriminate against colleagues on the basis of their gender, race, sexual orientation, membership of the traveller community, disability, age, marital status, family status and religious beliefs. LESN staff should support a positive working environment by observing and supporting the LESN staff policy on harassment, sexual harassment and bullying.

### **Honesty & Conflicts of Interest**

Personal relationships and business relationships should be declared to management.

Signed: \_\_\_\_\_  
LESN Co-ordinator

J Drive; LESN; LESN Policy Documents	Date Created 20/02/2006	Review By: LESN Co-ordinator	Review Date: January 2009
--------------------------------------	----------------------------	---------------------------------	------------------------------