

# **Nova Scotia HomeCare Association (NSHCA)**

## **Ethical Guidelines**

### **PURPOSE OF GUIDELINES**

The NSHCA has developed these ethical guidelines to assist its members in establishing and maintaining their organization's professionalism.

Inherent in the development of these guidelines is the knowledge that clients have a right to expect that homecare providers will deliver quality services in an honest and ethical manner.

### **CORE VALUES**

NSHCA Members have adopted and agree to subscribe to the following core values as they relate to serving customers and employing care providers:

- Compassion
- Sensitivity to client needs
- Competency
- Coordination and collaboration
- Safety
- Respect for client dignity and choice
- Integrity and regard for client privacy and confidentiality

### **CLIENT RIGHTS AND RESPONSIBILITIES**

Member agencies have the responsibility to develop, adopt and observe client rights and responsibilities in a manner necessary to contribute to lawful and effective client care. These rights and responsibilities should be relevant to the level of services provided by the agency. The rights should be respected and observed by all homecare personnel and integrated into all provider programs. Members have the responsibility to affirm and uphold the worth and dignity of the client and to report suspected abuse as may be required by applicable laws.

### **RELATIONSHIP TO OTHER PROVIDER AGENCIES**

The principle objective of homecare agencies is to provide quality individualized services to clients and their families.

Member agencies are committed to working together with other health care providers, professionals and facilities in an effort to provide quality care.

### **RESPONSIBILITY TO NSHCA**

Members will commit to abide by all applicable federal and provincial laws, rules, regulations, professional codes, standards and guidelines.

Members should participate and contribute knowledge, experience, and talents to NSHCA in order to foster a dynamic, progressive organization that benefits all members professionally and advances the cause of home and community-based services.

## **FISCAL RESPONSIBILITIES**

Members agree to provide goods and services for an agreed upon billing rate. A member's billing and other business practices will comply with applicable federal and provincial laws, rules and regulations. All members will maintain a procedure for addressing discontinuation of service and incorrect billing of services.

## **MARKETING AND PUBLIC RELATIONS**

Written statements to the public, clients, and other health care providers shall be honest and accurate in representing services, benefits, costs and provider capabilities. Members and their employees shall not unlawfully solicit, receive, offer, pay, or give anything of value to others in return for referring, recommending or arranging for any individual to become a client of the agency.

## **PERSONNEL**

Members subscribe to treating employees with respect and dignity. They will foster an atmosphere free from intimidation, abuse and harassment. Members adhere to provincial and federal guidelines in their employment practices, such as: withholding appropriate deductions, providing workers' compensation, verifying references and performing criminal background checks.

Members will comply with all applicable federal, provincial and local laws, rules and regulations concerning personnel matters, including but not limited to employment, wage and hour, leave, and anti-discrimination matters. Members will have written personnel policies available to all employees.

Members will also provide ongoing supervision, support and evaluation of all employees.

## **REVIEW**

The Ethical Guidelines shall be reviewed as needed upon direction of the NSHCA Board of Directors.

## **APPROVAL**

These Ethical Guidelines were approved by the NSHCA Board of Directors on June 11, 2008. These Guidelines are not considered to be comprehensive or exhaustive. Under no circumstances should any guideline be interpreted or construed as establishing a minimum standard of any obligation of an agency, its employees or agents, to another person(s). Nor is it the intent of the NSHCA or its members, in adopting these guidelines, to create any enforceable rights, contractual or otherwise, in any person.