



## Cherry Lane Therapeutic Homes Staff Conduct Procedure

### Introduction

At Cherry Lane Therapeutic Children's Homes, we believe that the conduct of our Life Coaches, both in and out of work, is crucial to providing the best care for our young people. This procedure outlines our expectations to ensure that all Life Coaches act in a manner that upholds our values and maintains a positive environment for our children.

### 1. Professionalism and Integrity

- **In the Workplace:**
  - Maintain a professional demeanour and uphold the values of Cherry Lane Therapeutic Children's Homes.
  - Be punctual, reliable, and prepared for work.
  - Follow all internal policies and procedures, ensuring high standards of care.
- **Outside the Workplace:**
  - Act in a manner that reflects well on Cherry Lane, as your conduct outside of work impacts our reputation and the well-being of our young people.
  - Avoid any behaviour that could be deemed inappropriate or harmful to the reputation of Cherry Lane.

### 2. Respect and Compassion

- **In the Workplace:**
  - Treat all young people, colleagues, and visitors with respect and compassion.
  - Listen actively and respond with empathy and understanding.
- **Outside the Workplace:**
  - Respect the privacy and dignity of our young people and colleagues.
  - Avoid discussing confidential or sensitive information in public settings.

### 3. Role Modeling

- **In the Workplace:**
  - Demonstrate positive behaviours that our young people can emulate.
  - Encourage and support young people in making positive choices.
- **Outside the Workplace:**
  - Maintain behaviours that young people can look up to, even when not on duty.
  - Avoid any activities that could negatively influence or harm the perception of our role as Life Coaches.



## 5. Examples of Unacceptable Conduct

- Excessive alcohol intake, resulting in unruly behaviour
- Alcoholism
- Use of illegal substances
- Anti-social behaviour
- Suggestion of criminal activity
- Discussing matters of a personal sexual nature in the workplace
- Acts of violence, including domestic violence
- Acts of harassment or discrimination
- Failing to maintain confidentiality of the organisation, staff, and young people
- Not adhering to policies and procedures around social media and technologies
- Not maintaining appropriate professional boundaries and acting with integrity
- Inappropriate use of language, including belittling, sarcasm, or insensitive comments
- Contact with young people outside of policies without agreement from management
- Failure to whistle blow
- Behaviour or conduct that falls outside of Cherry Lane policies and procedures

## 6. Soft Information on Issues of Conduct Outside of Work

- Address issues where there is a lack of direct evidence but where conduct could compromise the safety and well-being of the client group and the organisation's reputation.
- Be transparent to all parties involved.
- Interview the individual to whom the allegation relates.
- Interview colleagues if appropriate.
- Share information with relevant authorities.
- Assess the individual's practice if there is no hard evidence to substantiate or dismiss the allegation.
- Report to the Disclosure and Barring Service if a Life Coach is dismissed due to safeguarding concerns.

## 7. Personal Relationships

- Be transparent about personal relationships with colleagues to management to ensure professional boundaries are maintained.
- Avoid deployment to the same teams if involved in a relationship with a colleague.
- Maintain discretion around personal relationships, especially in front of young people.



## Well-Being Focus

- **Self-Care:** Prioritize your own well-being to be able to provide the best care for our young people.
- **Support Networks:** Use available support networks and resources to manage stress and maintain a healthy work-life balance.
- **Positive Environment:** Contribute to a positive and supportive work environment for both Life Coaches and young people.

## Consequences of Misconduct

- **Internal Review:** Any breaches of this procedure will be reviewed internally.
- **Disciplinary Actions:** Consequences for misconduct may include retraining, formal warnings, or other disciplinary actions as necessary.

## Conclusion

At Cherry Lane Therapeutic Children's Homes, the conduct of our Life Coaches is essential in providing a safe, respectful, and nurturing environment for our young people.

## Supporting Policies

- Disciplinary and Grievance Procedure
- Safeguarding Procedure
- Internal Soft
- Code of Conduct