Northern Ireland Blood Transfusion Service

POLICY DOCUMENT

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CROSS REFERENCES

This Policy refers to the following documents:

Doc Type	Doc. No.	Title
POL	AP:008	DRESS AND PRESENTATION ON SESSION / PUBLIC FACING DUTIES
POL	PP:007	CONFLICT BULLYING AND HARASSMENT IN THE WORKPLACE
SOP	BD:017	PROCEDURE FOR PROCESSING COMPLAINTS AND OTHER CONTACTS
POL	FP:002	FRAUD POLICY
POL	FP:003	GIFTS AND HOSPITALITY POLICY
POL	HP:017	SMOKE FREE POLICY
POL	PP:034	POLICY AND PROCEDURE FOR THE MAINTENANCE OF PROFESSIONAL REGISTRATION
POL	PP:019	NORTHERN IRELAND BLOOD TRANSFUSION SERVICE ALCOHOL AND DRUGS POLICY AND PROCEDURE
POL	HP001	HEALTH AND SAFETY AT WORK AND ORGANISATIONAL ARRANGEMENTS
POL	PP:023	NORTHERN IRELAND BLOOD TRANSFUSION ABSENCE MANAGEMENT POLICY AND PROCEDURE
STG	IGS:002	NIBTS INFORMATION GOVERNANCE STRATEGY
GUI	HC:009	CODE OF CONDUCT FOR HSC EMPLOYEES

Key Change From Previous Revision:

Amendments to the wording in the policy overview and document title; changes to content. New authorised signatories.

1 STATEMENT

NIBTS by its very nature as a collector of blood relies heavily on the goodwill and support of the public. In the event that confidence in the service was dented by the behaviour of staff, the consequences in both blood supply and financial terms could be very significant.

2 OVERVIEW

In order to maintain the present high standards of the NIBTS, the following guidance is issued in relation to staff behaviour which includes blood donation sessions.
The behaviours expected are:

- Treat others as you would like to be treated.
- Be courteous and considerate to all.
- Treat others fairly and equally.
- Be honest and trustworthy and act with integrity.

3 RESPONSIBILITY

All Staff.

4 POLICY

4.1 GENERAL CONDUCT

Employees are expected, at all times, to deal respectfully with all donors, public and other employees. Aggressive, abusive, rude, threatening, violent or discriminatory behaviour is not acceptable. Staff must be familiar with GUI:HC:009: ‘Code of Conduct for HSC Employees’.

4.2 EMPLOYEE APPEARANCE

Employees are expected to present themselves in appropriate dress when reporting for duty. Staff should look clean and tidy with their clothes or uniform free from obvious dirt or stains. A good standard of personal hygiene should be observed with hair clean and tidy (tied back if in direct contact with donors) and with nails clean and maintained (short and varnish free for staff providing direct contact to donors).

4.2.1 NIBTS identification must be worn visibly at all times. See also POL:AP:008: ’Dress and Presentation on Session / Public Pacing Duties’.

4.3 EATING AND DRINKING

Employees are not permitted to consume food or drinks while processing donors.

4.4 TREATMENT OF DONOR

- Employees must greet and introduce themselves to all donors. Employees are encouraged to adapt a “Hello, my name is …..” approach while making eye contact with the donor and actively listening to their response.

- Employees should adapt their communication methods and make adjustments where necessary, for example if a donor has a sensory or learning disability or their first language is not English.

- Employees are required to deal with donors respectfully and with care.

- Employees should not enter into personal relationships with donors.

- Employees must not use their positions to influence donors about the choices but provide all necessary information in order for the donor to make informed choices.

4.5 CONVERSATION, ATMOSPHERE AND INTERACTIONS

- Employees must be mindful of the appropriateness of their conversations both with and within earshot of donors. Conversation must be non-controversial.

- Employees must never discuss any personal or professional / organisational dissatisfaction with donors.

- Employees must be aware of and take positive action to maintain an acceptable ambient noise level.

- All employees are expected to comply with all legal requirements at all times in terms of their interaction with colleagues, donors and visitors. Discrimination, harassment, victimisation and bullying on any grounds will not be tolerated and will be treated as serious disciplinary offences. See also POL: PP:007 ‘General Harassment in the Workplace’.

4.6 COMPLAINTS AND UNTOWARD INCIDENTS

Employees are required to report to their manager any complaints or untoward incidences. See also SOP:BD:017 ‘Procedure for Processing Complaints and Other Contacts’.

4.7 HONESTY

Employees are expected to be honest in all their dealings e.g. making reports and giving information, presenting claims for payment (e.g. travelling expenses, attendance records, recording work done, timesheets etc.) Dishonesty is treated as a serious offence. See also POL: FP:002 'Fraud Policy'.

4.7.1 All employees have a duty to inform their Manager as soon as possible of any involvement with the Police which could lead to prosecution and/or court appearances.

4.7.2 If an employee's personal situation changes during the course of their employment with NIBTS, the employee has a duty to declare any changes that may impact or affect their employment, for example police cautions, convictions, and reprimands.

4.8 GENERAL PERFORMANCE

Employees are required to take care to ensure the safe, efficient and economic use of NIBTS premises, property and equipment and not knowingly waste any resources or property.

4.8.1 All employees are expected to achieve and sustain an acceptable level of performance of work in accordance with the requirements of their job, including working relationships with staff, donors and colleagues, their contract, relevant work schedules and their hours.

4.8.2 Employees should not obstruct the efficient working of their colleagues in any way.

4.8.3 Employees must not accept gifts that may be construed as rewards or inducements for directing business towards a person/organisation. See also POL:PP:003 'Gifts and Hospitality Policy'

4.9 SMOKE FREE

NIBTS is a smoke free organisation and therefore smoking is not permitted anywhere on the NIBTS property. Employees are not permitted to leave the site to smoke during their contractual hours except during localised agreed breaks where they must not be identifiable as NIBTS employees. For further information please read the NIBTS smoke free policy' POL: HP:017 'Smoke Free Policy'.

4.10 PERSONAL MOBILE PHONES AND EFFECTS

4.10.1 Phones must be switched off at workstations. Appropriate arrangements may be considered by the Unit Leader.

4.10.2 Personal effects should be kept secure during sessions. It is preferable that personal effects are not kept on session.

4.11 KNOWLEDGE, SKILLS AND REGISTRATION

All employees have a personal responsibility to keep their knowledge and skills up to date, to participate in appropriate learning activities which maintain and improve their competence including mandatory updates, recognise the limitations of their knowledge and skills and to work within these limits.

4.11.1 Where required (e.g. for Registered Nurses, Doctors or Allied Health Professionals, non-clinical staff), employees must take responsibility to maintain their professional registration and comply with any other specific requirements to be properly authorised to do their job. See also POL:PP:034 'Policy and Procedure for the Maintenance of Professional Registration'.

4.11.2 Employees must at all times comply with any and all procedures covering the work they undertake and are required to attend any statutory training or updating training deemed necessary by their managers. Employees have a responsibility to check procedures whenever necessary and to ask if they are unsure about working practices.

4.11.3 Employees must comply with all reasonable instructions from their managers.

4.12 FITNESS FOR DUTY

The drinking of alcohol and the taking of drugs for non-medicinal purposes whilst working contracted hours is strictly prohibited. Furthermore, employees should not present themselves for duty in an unfit state (e.g. under the influence of alcohol or drugs) and should remain in a fit state while on duty. See also POL:PP:019 'Northern Ireland Blood Transfusion Service Alcohol and Drugs Policy and Procedure".

4.13 GENERAL DUTY OF CARE

Under the provisions contained in the Health and Safety at Work Act 1974, NIBTS undertakes to ensure, so far as is reasonably practicable, the Health, Safety and Welfare at work of all its employees.

It is the duty of every employee to:

- Take reasonable care of themselves and others at work
- Co-operate with NIBTS, as far as it is necessary, to enable them to carry out their legal duties;
- Not intentionally or recklessly interfere with anything provided, including personal protective equipment, for Health, Safety of Welfare at work.

4.14 TIMEKEEPING

All employees are required to comply with their official starting and finishing time, including those for breaks as contracted to do so.

4.15 ABSENCE FROM WORK

There should be no absences from work during your contracted hours other than for legitimate and acceptable reasons, e.g. sickness, annual leave, study leave or special/compassionate leave. Employees should not leave their work place without obtaining the express approval of their manager.

4.15.1 Notification of Sickness. Employees must follow the procedure both for notifying absence and for remaining in touch. See also POL: PP:023 'Northern Ireland Blood Transfusion Absence Management Policy and Procedure'.

4.18 CONFIDENTIALITY OF INFORMATION / INFORMATION GOVERNANCE

All donors and staff have the right for all their personal identifiable information to be fully protected and maintained as fully confidential. See also STG: IGS:002 "Information Governance Strategy".

4.19 PRESERVING THE REPUTATION OF NIBTS

- Employees must not under any circumstances refer to NIBTS or any employees in the context of work through internet sites, especially through social networking sites, for example Facebook or other media. This includes the display of photographs and/or videos of NIBTS or its employees.

- Employees must not display photos or video footage of colleagues without their consent.

- Employees must not at any time bring NIBTS's reputation into disrepute during their employment.

5 EQUALITY SCREENING OUTCOME

This policy has been drawn up and reviewed in light of the statutory obligations contained within Section 75 of the Northern Ireland Act (1998). In line with this statutory duty of equality this policy has been screened against particular criteria. If at any stage of the life of the policy there are any issues within the policy which are perceived by any party as creating adverse impacts on any of the groups under Section 75 that party should bring these to the attention of the Head of HR & Corporate Services.

The Northern Ireland Blood Transfusion Service is committed to the promotion of equality of opportunity for staff, donors and service users. We strive to ensure that everyone is treated fairly and that their rights are respected at all times. We believe that it is important that our policy is understood by all those whose literacy is limited, those who do not speak English as a first language or those who face communication barriers because of a disability. On request it may be possible to make this policy available in alternative formats such as large print, Braille, disk, audio file, audio cassette, Easy Read or in minority languages to meet the needs of those not fluent in English.

6 TRAINING REQUIREMENTS

No specific training is required; however, staff must familiarise themselves with these guidelines.