

Integrity In the Workplace



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MERCY HEALTH and AGED CARE
Central Queensland Limited





MERCY HEALTH AND AGED CARE CENTRAL QUEENSLAND LIMITED

MACKAY

Mater Hospital
Mater Day Unit

ROCKHAMPTON

Mater Hospital
Mercy Food Service
Mercy Linen Service

MERCY AGED CARE SERVICES

Bethany
Leinster Place
McAuley Place
The Range Village
Mercy Day Therapy Centre
Mercy Day Respite Centre

YEPPON

Mater Yeppoon

GLADSTONE

Mater Gladstone

BUNDABERG

Mater Hospital

VISION - *Caring for you for life*

Providing excellence of care for those we serve.

PHILOSOPHY

At Mercy Health and Aged Care Central Queensland Limited, deep trust in the mercy and compassion of God is the foundation of our Catholic philosophy.

Catherine McAuley's legacy of care and service for all in need is the inspiration for our work.

We believe in, and witness to, the dignity of the human person and the value and quality of human life in all stages of its existence.

We believe in excellence in the provision of care wherever the need arises.

We believe in upholding the teachings of the Gospel and the Catholic Church on the crucial health and welfare issues of our time.

We believe in providing our services with excellence, justice, compassion, integrity and respect for each individual, regardless of race, gender, creed or socio-economic status.

MISSION

To continue the healing ministry of Jesus Christ by providing a high standard of holistic health care consistent with community need.

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Foreword

Mercy Health and Aged Care Central Queensland is an integral part of the Mission of the Church in the Diocese of Rockhampton.

In the spirit of their Foundress, Catherine McAuley, the Sisters of Mercy through these health and aged care facilities provide to the local communities excellence in care based on the values of:

- human dignity
- compassion
- justice
- service
- a special concern for the poor

All those who are employed by Mercy Health and Aged Care share this spirit which was lived and practised by the pioneer Sisters and has been a tradition in our services for well over a century.

This document entitled 'Integrity in the Workplace' is presented by Mercy Health and Aged Care Central Queensland Limited as a guide to the behaviour that is expected of all staff in the performance of their duties in the spirit of this tradition and in the light of the Mission and Philosophy of the organisation.

Quotes of our Foundress, Catherine McAuley, are interspersed to enable us to reach into the rich tradition and spirit that she entrusted to us. The elements of this document are as follows:

- A set of principles that are based on the respect that is the right of all human persons, being as they are 'made in the image and likeness of God'.
- Standards which flow from the stated principles.

This document has been developed by the Mission Integration Committee of the Mercy Health and Aged Care Central Queensland Limited Board and complements organisational policies and procedures as well as the "Pocketbook of Excellence".

"Integrity in the Workplace" is offered to Executives and staff of all facilities as a guide to the behaviours expected of those who are our partners in this ministry.

"As love begets love, politeness begets politeness."

(Catherine McAuley)

"Mercy bestows benefits, receives us anew, and pardons again and again even the most ungrateful."

(Catherine McAuley)

Section 1.

A Service of Love

Jesus made God's love for every human person very clear. He made special effort to make it clear in the case of those who might have doubted it the most: the poor, the vulnerable, the sick, the lonely, the aged, the young and those disregarded by society.

Those involved in the health and aged care ministry are ministering to people quite often at sensitive and painful moments in their lives when they are more than usually vulnerable. This ministry is guided by a spirit of love, sensitivity and selflessness that has the well being of the other as its foundation.

Principle 1.1
Through their ministry in Catholic health and aged care, all staff witness God's love for every human person by sensitivity, reverence and respect.

Standards

- treating everyone with respect and courtesy
- ensuring that all people are treated equally
- being sensitive to and respectful of individual differences
- resolving disputes through respectful dialogue and negotiation rather than by resorting to power
- being aware of and complying with Human Resource policies, in particular those which foster respect for the individual

Principle 1.2

All staff witness to God's nurturing and all inclusive love.

Standards:

- reaching out to all people, especially those who feel left out
- responding sensitively to the issues that arise when different cultures meet, and respectfully welcoming minorities
- behaving in ways that nurture the growth and dignity of each person
- behaving and speaking in ways that indicate a respect for the role and function of each person in the organisation
- working in ways that respect the different gifts and qualifications of others

"Our mutual respect and charity is to be cordial. Now, cordial signifies something that revives, invigorates and warms: such should be the effects of our love for each other..."

(Catherine McAuley)



Section 2.

At the Service of People

Jesus served God's plan by serving the men and women of his time. He came 'as one who serves' (Lk 22:27) and he invited those who followed him to do the same, 'washing each other's feet' (Jn 13:1-20) as he had done. The lost would be sought, the wounded healed, the sinful forgiven, the walls of division brought down, so that 'all may be one'. All staff witness to that spirit of service by the way they conduct themselves in the course of their duties.

Principle 2.1

All staff are called to a spirit of service.

Standards

- relating to all people in a spirit of humility, reverence and respect, with a commitment to the deepest well being of the other
- creating co-operative and harmonious relationships in one's particular area of work
- respecting the call to a spirit of working together among all members of staff
- encouraging and supporting all members of staff in the fulfilment of their duties

Principle 2.2

Those in leadership positions are called to a service of support for those within their area of responsibility.

Standards

- consulting widely where possible, particularly with those who will be affected, before taking important decisions
- exercising caution in the use of one's position of authority
- sharing decision making responsibilities when appropriately possible
- creating an atmosphere where others feel confident to offer constructive criticism
- providing clear communication concerning roles, expectations and outcomes
- ensuring fair and consistent treatment of all
- providing healthy and safe working conditions
- ensuring personnel management practices based on fairness and equity.

"Our perfection does not consist in performing extraordinary actions, but rather in performing extraordinarily well, the ordinary actions of every day."
(Catherine McAuley)

Section 3.

A Ministry of Service: Developing and Maintaining Competence

Those who are employed in a Catholic Health or Aged Care organisation are called to bring healing through the manner in which they serve those in their care.

This service calls for competence in their professional skills, in whatever field of work they are engaged.

Principle 3.1

All staff working within a Catholic Health or Aged Care organisation are committed to develop and maintain the skills that their particular field of work requires.

Standards

- keeping abreast of literature and trends in their area of competency
- attending seminars/in-services related to their area of competency
- participating in compulsory in-services required by the organisation
- participating in departmental meetings
- regularly undertaking appropriate development
- maintaining membership of relevant associations where applicable.

Section 4.

A Ministry of Service: Commitment to Justice

Jesus took up the old testament message of justice many times in his stories and actions. The reign of God is revealed when the hungry are fed, the naked are clothed, the lonely are comforted, the poor, the outcast and the condemned are gathered back into the family of God's love and receive their just share in the gifts of creation.

Catholic Health and Aged Care organisations, because of their place in the ministry of the Church are committed to be signs and agents of justice.

Principle 4.1

All those who serve in Catholic Health and Aged Care organisations are called to be witnesses and agents of God's justice by living and dealing justly in all things.

Standards

- supporting the organisation in its efforts for justice both internally as well as in its relationship with external bodies
- encouraging one's organisation to support local, national and universal actions for justice
- encouraging appropriate just action among fellow workers and in the working environment



Principle 4.2
Those members of staff in management or supervisory roles witness justice by ensuring just working conditions.

Standards:

- ensuring that all employment procedures are based on principles of justice and fairness, appropriate to each particular situation
- ensuring channels of communication are efficient, open and honest
- negotiating clear and mutual understanding of each person's roles, responsibilities and duties, including one's own

Principle 4.3
Leaders in organisations witness justice when they receive complaints of harassment, intimidation or other abuse with integrity and fairness.

Standards

- ensuring that a process for dealing with complaints is in place and followed
- listening to the complainant with respect and endeavouring to ensure that he or she feels safe from further abuse
- responding to information seriously, with sensitivity and confidentiality
- ensuring a process for resolution is in place
- ensuring both or all parties have adequate access to a fair hearing of the complaint
- providing counselling for both parties where appropriate

"It is better to relieve a hundred imposters - if there are any such - than to suffer one really distressed person to be sent away."

(Catherine McAuley)

Section 5.

The Responsibility of Stewardship

Staff must always recognise that they are stewards of the property and resources of the facility. This responsibility must be administered with justice and integrity for the good of all.

Principle 5.1
Those who hold responsibility for the administration of property and finance do so with integrity and in a spirit of service.

Standards

- exercising their administration in an honest, fair and just manner
- exercising their administration with awareness of the organisation's mission of justice and special concern for the poor
- observing the Board policies relating to the administration of property and finance

Principle 5.2
As an aspect of integrity and justice, all staff avoid using their positions to seek or obtain any financial or other personal advantage.

Standards

- exercising due care to avoid any compromise of the organisation in any business dealings
- exercising prudent judgment and following due procedure in the giving of gifts or benefits
- following due procedure in the use of money for expenses incurred in the course of one's duty
- following due procedure for the acceptance of all financial gifts or benefits received for or on behalf of the organisation
- declaring a conflict of interest when decisions are being made

"Since very little good can be accomplished without money, we must look after it in small as well as in great matters."
(Catherine McAuley)

Section 6.

A Ministry of Care and Compassion

The second of the great commandments is: 'You shall love your neighbour as yourself.' All health and aged care facilities which act in the name of the church are called to care deeply for those they serve, for themselves and for one another. Each is called to recognise in the other as well as in themselves, the 'image of God'. Because of this we recognise that all life is a gift from God and we are therefore moved to minister to all with the utmost care and compassion.

Principle 6.1
Out of reverence for each person and for the gift of life, all staff minister in a spirit of compassion.

Standards

- ministering to those in our care and to other members of staff in a spirit of compassion which endeavours to understand how it is for the other and to respond out of that understanding
- being aware of and respecting the ethical principles of the organisation regarding respect for life and the policies flowing from those principles
- being aware of the needs of self and family and holding these in balance with one's work
- having a sensitivity to the feelings of all who are involved in an episode of care especially in relation to the dying

"There are three things the poor prize more highly than gold, though they cost the giver nothing - the kind word, the gentle compassionate look and the patient hearing of their sorrows."
(Catherine McAuley)

