

## KENTALIS CODE OF CONDUCT

### The Royal way

#### Code of Conduct for Royal Dutch Kentalis staff

##### Introduction

When interacting with clients, communication and language are used on a daily basis. Our behaviour is largely determined by the quality of this contact and it contributes to a safe and secure treatment or school environment for our clients, as well as a transparent and respectful environment to work in. It is our calling card. That is why this code of conduct defines what we expect of our staff.

##### Our mission

The code of conduct is partly based on the Kentalis mission, stating:

*We provide the best suitable access to current opportunities in language and communication to people for whom hearing or communicating is not self-evident, with the aim to allow them to participate in society in the best possible way.*

##### Clients

In this code of conduct the word 'clients' refers to clients in care facilities, pupils in education and peripatetic support, but also to the (family) system around the client/pupils such as the parents/carers or guardians and other client relationships.

##### Our view of humankind

The Kentalis view of humankind is based on three pillars:

- We strive for welfare and happiness. That is why we protect the client's interest and strive to contribute to his well-being.
- Safety and security are at the basis of all we undertake. The starting point for all our actions is safety and security, in which respect for the other is of paramount importance. Clients and staff must be able to learn, live and work in a safe and secure environment.
- We are equal but not the same. As human beings we are equal. Within care and education, however, our relationship with the client is often unequal due to profession and position, knowledge and skills. That is why we always engage in dialogue with our clients to discuss what he/she does and does not want.

##### Our core values

This code of conduct is supported by five core values:

Dedication: we care for, consider and listen to the other, we are people-centred.

Professionalism: we know what we are talking about; we are good at what we do.

Dialogue: we engage in dialogue with our clients, colleagues and cooperation partners.

Effective: our clients benefit.

Ambitious: we are good at what we do, but there is always room for improvement or innovation.

##### Our code of conduct

The code of conduct defines desirable and undesirable behaviour. In addition, the job descriptions, employment contract and any professional codes remain unaffected. Please read, honour and observe the code of conduct.

This code of conduct refers to a number of other documents on specific subjects – in those cases, these documents will additionally apply.

### **Who is it for?**

The code of conduct applies to anyone employed by Kentalis, such as staff, trainees, volunteers or temporary staff to indicate what is and is not allowed regarding:

- Contact with clients
- Contact with colleagues
- The relationship with the organization

## **Code of conduct: contact with clients**

### **Communication**

Communication with the client is of paramount importance – all day long. In doing so, we utilize all forms available to enable communication, language and information. Staff members tailor their communication to the client when possible, both in form and content. You will strive to understand the client and to be understood by him.

### **Confidentiality**

You are required to observe confidentiality. Anything revealed as a result of your position is confidential, unless laws or regulation oblige you to divulge confidential information. The duty of confidentiality remains in force after your employment has terminated. An exception is made for functional meetings with colleagues and superiors.

Within the statutory framework, information about clients should be dealt with carefully. Information to third parties, both within the organization and outside, will only be given after prior consent of the client or his/her representative.

### **Culture**

You will strive for a culture in which clients and colleagues feel safe and secure. You accept clients as they are and respect their feelings, values and cultural and/or ideological convictions. That does not imply that you have to accept all behaviour arising from it, especially when the Royal Dutch Kentalis mission, our view of humankind and core values are at stake.

### **Respect**

Your behaviour, actions, appearance and acts should have a respectful attitude towards our clients and should be guided by the Royal Dutch Kentalis mission, our view of humankind and core values. Respecting the other means treating them the way you yourself would like to be treated.

### **Clothing**

Wear clothing befitting your position and contributing to a safe and secure professional working, learning and treatment environment. Keep in mind that your role towards Kentalis clients is a respectful one.

### **Touching**

Physical contact is inevitable when clients cannot, or only in part, take care of themselves independently. In addition, for some clients physical contact is the only form of contact they can communicate in. Therefore, you have to be aware of the functional and professional ways clients want and can be touched. Strive to set a good example when dealing with your own and other people's boundaries in a respectful manner.

### **Sexual behaviour**

Ensure a safe and secure environment for the client and avoid any semblance of undesirable closeness between you and your client. This means that contact between you and your clients should take place in public whenever possible, insofar the client's privacy can be guaranteed.

You will not respond to, or take any initiative, to sexual behaviour and/or sexual harassment towards a client. Granting direct sexual favours, such as aiding masturbation and sexually gratifying clients is unacceptable. If you become aware of a request for assistance in the area of sexuality, report it to the treatment coordinator or internal counsellor. Sexual contact is prohibited and has consequences for continuation of employment.

Colleagues have the duty to report any suspicion of sexual contact with clients to the supervisor and to report it as an incident in accordance with the intranet reporting protocol.

### **Undesirable (unacceptable and deviant) behaviour**

Kentalis wants to provide a safe and secure environment for all clients and staff, in which there is no room for (sexual) harassment, aggression, discrimination and bullying. Always take indications from clients about dissatisfaction and undesirable behaviour seriously and take action in consultation with those concerned. Kentalis has appointed contacts, confidential advisers and complaints officers to seek advice from.

### **Aggression**

You should always engage in dialogue with the client and use all possible means of communication to avoid aggression and unsafety. There are, however, situations and circumstances in which you or other members of staff are faced with clients who cannot control their behaviour and aggressive impulses due to their communication issues and, therefore, show expressions of aggression and unsafety. The fact it may occur does not imply that it is to be considered a self-evident part of the job.

If needed, counselling will be provided to deal with aggression. It is also possible to be provided with aftercare. We expect you to deal with expressions of aggression in a professional manner in which violence towards clients, including 'pedagogical violence', is never allowed. You refrain from using any form of misuse of power, even when freedom restricting means and other specific measures under the Psychiatric Hospitals (Compulsory Admissions) Act are used, for which the accompanying legal protocols apply. Freedom restricting measures are always used as sparingly as possible and are in principle of a temporary nature.

We also want to engage in dialogue with parents, representatives and visitors of clients. We expect them to act safely towards staff members, clients and each other and to respect the Kentalis view of humankind, core values and company rules.

### **Reporting aggression**

Incidents involving (verbal) aggression and unsafety by clients and/or their family members or visitors have to be reported in accordance with the intranet reporting protocol.

### **Commercial activities**

It is not allowed to undertake commercial activities with, or for clients, unless exceptions are made after the express consent of the superior.

## **Code of conduct: contact with colleagues and superiors**

### **Communication**

We strive for an open and inclusive dialogue between colleagues and their superiors. This means that you have to consciously adapt your mutual communication to understand each other, even when this means you have to use signs, voice, interpreters, images, adapted meeting techniques or otherwise.

### **Collegiality**

Kentalis expects you to work together as colleagues, feel committed to the Kentalis policy and actively use the opportunity to change it. We expect you to do your job as transparent as possible and to the best of your ability with regard to the Kentalis mission, view of humankind and core values, meaning you say what you do and do what you say.

### **Feedback**

It is important to be open to feedback from colleagues. Superiors and colleagues give each other positive feedback when they are satisfied with each other's behaviour and negative feedback if they would like to see certain behaviour changed. Giving feedback always contributes to a transparent work environment.

### **Undesirable behaviour**

You refrain from such undesirable behaviour as discrimination, bullying, harassment, moral or sexual intimidation, aggression and (physical) violence in words, gestures, images or behaviour. You do not discriminate between persons based on their impairment, race, gender, age, skin colour, decent, religion and sexual preference. Should undesirable behaviour occur, try to come to a mutual arrangement first. Report it to your superior if this is not possible, or does not lead to any improvement. You can also consult a confidential adviser or complaints officer.

### **Breach**

Anyone has the duty to bring any suspicions of a serious breach of the rules of the code of conduct to the attention of the superior, or the Supervisory Board when the complaint concerns the Board of Directors.

## **Code of conduct: relationship with the organization (general)**

### **Good employment practices – good staff**

Kentalis invests in its relationship with its staff members. Kentalis expects you to be competent and offers you professionalization programmes for continuous personal development. In collaboration with Kentalis you take responsibility for your own functioning and personal development. Kentalis expects you to keep to legal en company regulations and to act ethically regarding its view of humankind and core values.

### **Operating resources**

We expect you to carefully use the operating resources the organization has made available to you. In a number of cases, this also involves work clothing. You cannot use these operating resources privately, unless you have been given permission to do so by your superior. On termination of employment, the operating resources provided have to be returned.

### **Work and private life**

Any (side) activities undertaken outside of work may never harm the function, the interests or the image of the organization.

### **Smoking ban**

Kentalis wants to realize a healthy environment for its clients and staff and, therefore, smoking is banned inside the Kentalis premises. Smoking is not allowed during working hours. Outside of working hours – for instance during breaks – is only allowed in designated areas outside the Kentalis premises. Smoking is only allowed out of clients' sight.

### **Alcohol and drugs**

It is important to be able to perform your duties to the best of your abilities and in doing so continuity and safety and security are vital. Therefore, using alcohol or drugs shortly before, or

during work is not allowed. If you come to work intoxicated, your superior will send you away. It stands to reason that this will be followed-up with disciplinary measures.

### **Calamities**

We strive for a safe and secure environment for clients and staff and, therefore, every location has a company emergency response team present. They know how to act during evacuations or accidents. In such situations it is vital to follow the directions of the company emergency response team.

### **Media**

Contacts with the press – on your own initiative or initiated by the press – are always established through the Communication & Marketing Department. In crisis situations that may lead to publications in the press, the Communication & Marketing Department always has to be contacted as quickly as possible through your superior. Never respond to substantive issues in the first press contact.

### **Publications**

Do you write and publish about subjects that involve, or may involve Kentalis? Indicate you do so in a personal capacity. Certain members of staff, such as superiors, are always regarded as Kentalis staff, even when making private statements. Depending on your function and position in the organization you have to determine whether or not to publish in a private capacity. Consult your superior when you are in doubt.

### **Social media**

Social media such as blogs, Facebook and fora, allow us to connect with clients, colleagues and our environment. Kentalis supports an open dialogue, exchanging ideas and sharing knowledge. Do you use social media? Kentalis expects your statements not to be harmful to the organization or our clients. You always pay attention to secrecy of confidential information, privacy of clients or colleagues and copyrights.

### **Gifts**

If you perform activities for third parties during working hours (for instance lectures or presentations), any proceeds have to be remitted to Kentalis. You may accept a small gift in a reasonable proportion to the service rendered.

### **In conclusion**

If you observe or suspect that something is wrong, discuss it in time with those concerned to reach a solution. Always report a (suspected) incident through the incidents reporting system. You have a duty to report incidents and your supervisor then will be responsible for taking action as a result of you reporting. With an incident, all parties concerned are consulted to hear both sides. Transparency is vital when a workable solution is the goal.

If you cannot work it out together, consult the complaints officer or external confidentiality adviser. If the situation concerns your immediate superior, a higher superior, complaints officer or external confidentiality adviser can be turned to. Clients can turn to the personal counsellor, his/her supervisor or they can discuss the matter with an internal or external confidentiality adviser.

A breach of the code of conduct may lead to an official warning or reprimand to be recorded in the personnel file. Extensive measures under employment law may also be involved, such as a suspension or ultimately termination of employment. In addition, any offences will be reported to the police.