

### A small thank you, the right way

We know many residents value our staff and want to show appreciation for the care and support they provide.

While gifts are never expected, we understand that some people may wish to offer a small gesture of thanks. To protect both our staff and residents, we have clear rules on what can – and cannot – be accepted.

### Can I give LACE staff a gift?

Yes, but there are limits. Our staff and volunteers must follow the same Gifts, Hospitality and Benefits Policy, which is part of their Code of Conduct.

Staff may only accept:

- **Small personal gifts** such as flowers or chocolates.
- Never cash, gift vouchers, or high value items.

If a gift falls outside these rules, our staff are required to politely decline. Please don't be offended – they are simply following our code of conduct.

### What happens to gifts that are accepted?

When a small gift is accepted:

- It is recorded in our **Gifts and Hospitality Register**, even if declined.
- The register includes the gift type, value, and whether it was shared.
- The register is reviewed each year by our Board of Management.

In Extra Care schemes, small gifts are typically shared fairly between staff teams – for example, across hospitality and support roles – unless individual gifts have been given separately.

### Other ways to show your appreciation

A kind word, a thank-you note, or simply taking a moment to say someone has done a good job can mean just as much – sometimes more.

You can also send us compliments:

- In person.
- By phone.
- By email.
- Through our website.

Compliments help us recognise good service and boost morale – and they are always welcomed.