



The giving of small gifts or tokens of appreciation

We have recently reviewed our Gifts, Hospitality and Benefits policy and would like to share this factsheet with you explaining the main points. This factsheet has not been produced to suggest that a gift should be offered or is expected by our staff. Any decision to offer a gift must be freely made by you.

Can I give LACE staff gifts?

We understand that many of our residents think very highly of our staff and equally we are aware of what a fantastic job they do. We also know that some residents may want to express their thanks by giving a gift. However, in order to protect our residents and our staff we do have some rules on what staff can and cannot accept. All our staff are subject to the same policy on accepting gifts and hospitality and this forms part of their code of conduct.

If at any time, you would like to offer a small gift or token of appreciation to a member of staff please bear in mind that personal gifts to our staff and volunteers should not be accepted unless refusal would genuinely cause offence. Our staff can only accept small gifts of appreciation from individual residents and their relatives e.g. flowers or chocolates.

Our code of conduct requires staff to politely refuse gifts outside of this rule, so please do not be offended if they do.

What happens to any gifts that I give and are accepted?

This really depends on the type of gift, the reason for receiving it and whether other staff have been involved in providing the level of service or whether they themselves have also received a similar gift. At our Extra Care Schemes for example it has been agreed that any token gifts received will be shared equally between the catering and support staff, unless each department or each member of staff have all received similar gifts.

Any gifts offered, even if they are refused, are then added to our gifts, hospitality and benefits register, a copy of which is reported to our Board of Management once a year. The register will record the type and value of the gift and how these gifts were distributed.

How else can I show my appreciation?

By finding the time to say 'well done' if a person or service merits it provides a great boost to our staff. Compliments are important as they help us to monitor what works well and when members of staff have been particularly helpful. Compliments can be made by completing our compliment slip that can be found in your scheme, or alternatively by telling us about it either in person, by email, by telephone or via our website.