

Chapter 5

Student and Work Ethics

Lesson 5.1

- Define the key terms and key abbreviations in this chapter.
- Describe the qualities and traits of a successful nursing assistant.
- Describe good health and hygiene practices.
- Explain how to look professional.
- Explain how to plan for childcare and transportation.

Work Ethics

- Work ethics involves:
 - How you look
 - What you say
 - How you behave
 - How you treat others
 - How you work with others

Health, Hygiene, and Appearance

- Your health

- You need good physical and mental health.
- You need a balanced diet for good nutrition.
- Most adults need about 7 hours of sleep daily.
- Use good body mechanics.
- Regular exercise is needed.
- Take care of your eyes.
- Smoking causes lung, heart, and circulatory disorders.
- Some drugs affect thinking, feeling, behavior, and function.
- Alcohol affects thinking, balance, coordination, and alertness.

Health, Hygiene, and Appearance (Cont.)

- Your hygiene
 - Bathe daily.
 - Use a deodorant or antiperspirant.
 - Brush your teeth.
 - Use a mouthwash.
 - Shampoo often.
 - Style hair in a simple, attractive way.
 - Wash your feet daily.
 - Cut toenails straight across after bathing or soaking them.
 - Practice menstrual hygiene.
- Follow practices to look clean, neat, and professional.

Preparing for School or Work

- You need to plan for childcare:
 - When you leave for work
 - While you are at work
 - Before you get home from work
 - During emergencies
- Transportation
 - Plan for getting to and from work.
 - Carpool members depend on each other.
 - Know bus or train schedules.
 - Always have a backup plan for getting to work.

Teamwork

- Teamwork means that staff members work together as a group.
- Teamwork involves:
 - Working when scheduled
 - Being cheerful and friendly
 - Performing delegated tasks
 - Being available to help others
 - Helping others willingly
 - Being kind to others

Attendance

- Attendance
 - Report to work when scheduled and on time.
 - Call the agency if you will be late or cannot go to work.
 - Follow the attendance policy in your employee handbook.
 - Be ready to work when your shift starts.
 - You must stay the entire shift.
 - When it is time to leave, report off-duty to the nurse.
- Your attitude
 - Show that you enjoy your work.
 - Listen to others.
 - Be willing to learn.
 - Stay busy, and use your time well.
 - Always think before you speak.

Gossip/Confidentiality

- Gossip
 - To gossip means to spread rumors or talk about the private matters of others.
 - Gossiping is unprofessional and hurtful.
 - Avoid being a part of gossip.
- Confidentiality means trusting others with personal and private information.
 - The person's information is shared only with staff involved in his or her care.
 - Agency and co-worker information is confidential.
 - Do not eavesdrop.
 - Be careful what you say over the intercom.

Speech and Language

- Speech and language
 - Do not swear or use foul, vulgar, slang, or abusive language.
 - Speak softly and gently.
 - Speak clearly.
 - Do not shout or yell.
 - Do not fight or argue with a person, family member, visitor, or co-worker.

Courtesies

- Courtesies

- Address others by Miss, Mrs., Ms., Mr., or Doctor.
- Begin or end each request with “please.”
- Say “thank you” whenever someone does something for you.
- Apologize when you make a mistake or hurt someone.
- Hold doors open for others.
- Hold elevator doors open for others coming down the hallway.
- Let patients, residents, families, and visitors enter elevators first.
- Help others willingly.
- Give praise.

- Personal matters

- Personal matters cannot interfere with the job.
- Keep personal matters out of the workplace.

Meals and Breaks

- Meals and breaks are scheduled so that some staff are always in the unit.
 - Leave for and return from breaks on time.
 - Tell the nurse when you leave and return to the unit.

Job Safety

- You must protect patients, residents, families, visitors, co-workers, and yourself from harm.
- Ways you can promote job safety include:
 - Understanding the roles, functions, and responsibilities in your job description
 - Following agency rules, policies, and procedures
 - Knowing what is right and wrong conduct
 - Knowing what you can and cannot do
 - Developing the desired qualities and traits in Box 5-2
 - Following the nurse's directions and instructions
 - Questioning unclear directions and things you do not understand

Job Safety (Cont.)

- Help others willingly when asked.
- Ask for any training you might need.
- Report measurements, observations, the care given, the person's complaints, and any errors accurately.
- Accept responsibility for your actions. Admit when you are wrong or make mistakes. Do not blame others. Do not make excuses for your actions. Learn what you did wrong and why. Always try to learn from your mistakes.
- Handle the person's property carefully and prevent damage.

Planning Your Work

- Planning your work
 - Decide what to do and when (priority setting).
 - Follow the nurse's directions.
 - Check the Kardex, the care plan, and your assignment sheet.
 - A priority is the most important thing at the time.
 - Plan your work to give safe, thorough care and to make good use of your time.

Lesson 5.2

- Describe ethical behavior in the job.
- Explain how to manage stress.
- Explain how to problem solve and deal with conflict.
- Explain the aspects of harassment.

Lesson 5.2 (Cont.)

- Explain how to resign from a job.
- Identify the common reasons for losing a job.
- Explain the reasons for drug testing.
- Describe unethical student behavior and possible consequences.
- Explain how to promote PRIDE in the person, the family, and yourself.

Managing Stress

- Stress is the response or change in the body caused by any emotional, physical, social, or economic factor.
- Stress is normal.
- Stress affects the whole person.
- Job stresses affect your family and friends.
- Stress in your personal life affects your work.
- Talk to the nurse if your work or a person is causing too much stress.

Dealing With Conflict

- A clash between opposing interests or ideas
 - Conflicts arise over issues or events.
 - The problems must be worked out.
- Resolving conflict
 - Identify the real problem.
 - This is part of problem solving.
- Communication and good work ethics prevent and resolve conflicts.

Harassment

- Harassment means to trouble, torment, offend, or worry a person by one's behavior or comments.
- Harassment can:
 - Be sexual
 - Involve age, race, ethnic background, religion, or disability
- Harassment is not legal in the workplace.

Sexual Harassment

- Sexual harassment involves unwanted sexual behaviors by another.
 - The behavior affects the person's work and comfort.
 - Victims of sexual harassment may be men or women.
 - Men harass women or men.
 - Women harass men or women.
 - If you feel that you are being harassed, tell your supervisor and the human resource officer.

Resigning From a Job/Drug Testing

- Whatever your reason for resigning, you need to tell your employer.
 - Give a written notice.
 - Giving a 2-week notice is a good practice.
- To keep your job, you must perform well and protect patients and residents from harm.
- Drug and alcohol use affects patient, resident, and staff safety.
 - Drug testing policies are common.
 - Review your agency's policy for drug testing.