

## **CODE OF CONDUCT**

### **1. PURPOSE AND SCOPE**

- 1.1. This Code of Conduct sets out the expected behaviour and professional standards for all Jagersbosch Community Care Centre (“JCC”) directors, personnel, volunteers, and anyone representing JCC.
- 1.2. It applies to all activities of JCC, including services to older persons in Stilbaai, Melkhoutfontein and the Jongensfontein areas, as well as administrative, fundraising and outreach activities.
- 1.3. This Code must be read in conjunction with the JCC Memorandum of Incorporation (“MOI”). It is subordinate to the MOI and applicable legislation governing JCC and its operations. In the event of any inconsistency, the MOI and such legislation shall prevail.

### **2. CORE VALUES AND PRINCIPLES**

All persons bound by this Code must uphold the following values:

- 2.1. Dignity and respect: Treat older persons, their families, colleagues, and partners with respect, preserving their autonomy, privacy, and right to self-determination;
- 2.2. Humanity towards others: Act with compassion, empathy, and solidarity, recognising the interconnectedness of all people;
- 2.3. Equality and non-discrimination: Do not discriminate based on age, race, gender, religion, disability, HIV status, socio-economic status, or any other reason;
- 2.4. Integrity and honesty: Act honestly, responsibly, and transparently in all dealings, including finances, information, and communication;
- 2.5. Accountability: Take responsibility for decisions and actions, and be answerable to members, clients, donors, the community, and the Board.

### **3. DUTIES TOWARDS OLDER PERSONS**

- 3.1. All personnel and volunteers must:
  - 3.1.1. Provide services in a safe, accessible, and age-friendly environment, adapting to physical and cognitive needs where possible;
  - 3.1.2. Ensure that older persons are informed about the services offered, risks (if any), and alternatives, and obtain informed consent before sharing personal information, photographs, or stories.

---

3.2. Protect older persons from:

3.2.1. Abuse, neglect, or exploitation (physical, emotional, financial, or sexual);

3.2.2. Unnecessary restraint or humiliation in any form.

3.3. Report any suspected abuse, neglect, or exploitation of an older person to:

3.3.1. The General Manager; and/or

3.3.2. Where appropriate, the Department of Social Development, Police, or other statutory bodies, in line with the Older Persons Act and your duty of care.

#### **4. PROFESSIONAL AND ETHICAL BEHAVIOUR**

4.1. Maintain professional boundaries in relationships with older persons, families, and colleagues. Do not engage in relationships that could be seen as exploitative, such as sexual, financial, or emotional manipulation.

4.2. Avoid conflicts of interest, including:

4.2.1. Using JCC resources (phones, vehicles, equipment, funds) for personal gain;

4.2.2. Accepting gifts, hospitality, or favours that could influence service or procurement decisions.

4.3. Declare any real or potential conflict of interest in writing to the Board / General Manager and

4.4. Comply with all applicable laws, including:

4.4.1. Constitution of the Republic of South Africa;

4.4.2. Older Persons Act;

4.4.3. Non-Profit Organisations Act;

4.4.4. Protection of Personal Information Act (POPIA);

4.4.5. Labour Relations Act and Basic Conditions of Employment Act (where relevant).

4.5. Directors and Officers shall be required to:

4.5.1 Act in the best interests of JCC, with the care, skill and diligence reasonably expected of a person in their position;

4.5.2 Disclose any personal financial interest in accordance with the MOI;

4.5.3 Exercise fiduciary duties and avoid using their position or information for personal gain or to the detriment of JCC.

---

## **5. SAFETY, CONFIDENTIALITY, AND DATA PROTECTION**

### **5.1. Physical and emotional safety:**

- 5.1.1. Ensure the JCC offices are safe for older persons, personnel and volunteers to access and that JCC vehicles meet normal safety requirements and standards;
- 5.1.2. Ensure that outreach activities and home-care visits are conducted in a way that minimises risk to older persons and personnel;
- 5.1.3. Follow agreed safety and emergency procedures (e.g., fire drills, medical emergencies, flooding or power outages).

### **5.2. Confidentiality:**

- 5.2.1. Treat all personal information about older persons, personnel, volunteers, and donors as confidential.
- 5.2.2. Only share information when it is necessary for service delivery, with the person's consent, or as required by law.

### **5.3. Data protection:**

- 5.3.1. Use electronic records containing personal and other confidential information securely through, for example, password-protected systems, restricted access.
- 5.3.2. Store paper records containing personal medical information of members in locked filing cabinets in a secure area.
- 5.3.3. JCC commits to the eight POPIA conditions for lawful processing of personal information.

## **6. INTERACTIONS WITH PERSONNEL AND OTHER PARTIES**

### **6.1. Give personnel, volunteers, and other parties interacted with during the conduct of JCC's activities and business, the necessary respect, fairness, and courtesy, and:**

- 6.1.1. Avoid bullying, harassment, threats, or gossip;
- 6.1.2. Address disagreements professionally through mediation or formal channels where needed.

### **6.2. Promote a healthy and inclusive workplace that is free from:**

- 6.2.1. Racism, sexism, homophobia, xenophobia, or other forms of discrimination;
- 6.2.2. Unfair treatment based on age, disability, or socio-economic status.

### **6.3. In partnerships and collaborations (with government, NGOs, health professionals, or donors):**

- 6.3.1. Be transparent, honest, and cooperative;
- 6.3.2. Respect agreements and avoid misrepresenting JCC's capability or achievements.

---

## **7. USE OF RESOURCES AND FINANCES**

- 7.1. Use funds, equipment, vehicles, and facilities only for legitimate JCC purposes and in line with the MOI and approved budgets and policies.
- 7.2. Ensure financial transparency and accountability, including:
  - 7.2.1. Keeping accurate records of income and expenditure;
  - 7.2.2. Reporting to the Board and members in a timely and truthful manner.
- 7.3. Report any suspected fraud, theft, misappropriation, or financial misconduct to the Board Chairperson or Director responsible for Finance and Sustainability without delay.

## **8. COMPLIANCE, REPORTING, AND BREACHES**

- 8.1. All directors, personnel and volunteers must read, understand, and sign the JCC Code of Conduct as part of their orientation or appointment.
- 8.2. All persons must read, understand, and re-sign this Code following any material update.
- 8.3. If you suspect a breach of this Code (e.g., abuse, discrimination, financial misconduct, or violation of confidentiality), report it to:
  - 8.3.1. Your Divisional Manager, or
  - 8.3.2. The Director responsible for Finance and Sustainability, or
  - 8.3.3. The Board Chairperson, using the official Complaints and Whistleblowing Procedure.
- 8.4. JCC will:
  - 8.4.1. Investigate reported breaches fairly, confidentially, and promptly, with appropriate protection for persons making reports in good faith;
  - 8.4.2. Apply appropriate disciplinary measures in line with the MOI, employment contracts, policy and applicable law, which may include warnings, suspension, termination of employment or volunteer status, or referral to the police or professional bodies where necessary.

## **9. REVIEW AND CONTINUOUS IMPROVEMENT**

- 9.1. This Code of Conduct will be reviewed at least every two years, or sooner if relevant legislation, policies, or JCC's services change.
- 9.2. Personnel, volunteers, and the Board are encouraged to suggest improvements through personnel meetings, feedback forms, or during the bi-annual review process.
- 9.3. Material amendments to this Code require Board approval who must ensure compliance with the MOI.

---

**10. DECLARATION AND SIGNATURE**

Each person bound by this Code confirms that by signing below, they have read, understood, and agree to comply with the JCC Code of Conduct.

**SIGNATURE OF CODE OF CONDUCT**

<b>Name:</b>	
<b>Role:</b>	
<b>Date:</b>	
<b>Signature:</b>	