

ANNEXURE: 11	Gifts and Donations Policy		
CHAPTER: 4	Care Home Rules, Policies, Operations and Management		
MONTH CREATED	December 2024	NEXT REVIEW	December 2026
CHAPTER CODE	CHRP	VERSION	1
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Guiding Principle

There will be instances where residents or their family members would like to give donations, gifts or tips to the Care Home or the staff as a token of appreciation, hence it is important to have a clear policy and guidelines of accepting gifts and tips.

Measurable Outcomes

- 1) To have consistent guidelines governing gift giving and receiving both by staff, residents, family and visitors.
- 2) Any cash gifts or gifts in kind by the residents to the staff members should be informed and documented in the resident's file.
- 3) Gifts in kind like food items should be shared amongst other staff members.
- 4) At no point and under no circumstance will a staff accept gifts directly from a resident who has dementia, impaired memory or unstable decision making capabilities.
- 5) The Care Home Management shall provide the resident and/or their family a copy of the donations policy.
- 6) The Care Home will only allow inexpensive gifts having a retail value no more than Rs.500/- per gift or Rs.6,000/- in the aggregate per resident on an annual basis, and the gift cannot be in the form of cash or cash equivalents.
- 7) At no time will the resident or their family give cash gifts directly to the staff. Any cash donations or tipping a resident or their family wants to do shall be collected in the common staff welfare fund and accounted in the books of account.
- 8) A resident or their representatives will be discouraged from doing online gift transfers or gift cards.
- 9) Staff are expected to behave and work in a fair, transparent and unbiased manner and ensure that there is no conflict of interest by way of accepting cash and non-cash gifts from residents.

- 10) All staff must mandatorily declare any conflict of interest or receipt of cash or non-cash gifts which are beyond the Care Home policy.
- 11) The Staff will not be favourable and biased towards residents who give gifts or tips whether know to the Home Management or not.
- 12) No Staff Member will solicit or pressurise residents or their family for giving gifts to them either within the Care Home premises or outside the premises.
- 13) If a staff member is aware of another staff members receiving gifts or having a conflict of interest then the Staff reporting it will be kept confidential and not be faced with the other staff who has been accused.
- 14) At no point of time and under no circumstances will the Care Home accept any form of corruption by Staff, all such major incidents will be legally taken up and disciplinary actions will be taken.