COMMUNITY, TEAMWORK AND INNOVATION

Be a Positive Team Member
- Promote collaboration
- Remember common goals - our mission, clients, patients, changing the world, supporting the community
- Teamwork - supporting each other, contributing, lending a hand, stepping up with generosity
- Respect for our work, our peers, being part of the team
- Break down silos and barriers
- Support each other
- Be welcoming
- Apologize when it’s called for
- Be open to change
- Strive for “best practices,” don’t just maintain status quo
- Lean in to constructive conflict and conversations
- When in doubt, ask!

Exercise our Values
- Commit to excellence in our work
- Provide highest quality care and services
- Show compassion, empathy and love
- Recognize everyone’s talents and contributions
- Act with authenticity and integrity
- Keep an open mind
- Strive to communicate well (interpersonally, between groups)
- Let others find joy in their work
- Be mindful of languages, cultures and communities beyond our own
- Dare to lead
- Create and support opportunities to learn, stretch, grow

SAFETY

Care about our workplace and each other
- No bullying, harassment, or retaliation
- Create and maintain safe boundaries
- Accountability and transparency at all levels
- Be aware of and take responsibility for our environment
- See something, say something OR Speak up if you see something concerning
- Avoid punitive actions, be constructive

Safety for our Patients and Clients
- Provide safe environment and compassionate care and services to patients, clients, visitors
- Maintain confidentiality
- Ensure accessible spaces
- Consistently follow patient care policies and procedures
- Keep mission at the heart of our work

SOCIAL JUSTICE AND EQUITY

Inclusivity
- Value all diversity
- Be culturally competent
- Strive for equity
- Attend to intersections of race, ethnicity, gender/gender identity, sexual orientation, abilities, class, age, religion, HIV and other health status

Justice
- Treat others equally regardless of role
- Assume good intentions and recognize impact
- Promote social and health equity

Values
- Culture of gratitude
- Harm reduction philosophy and attitude
- Fairness
- Empowerment

RESPECT AND RESPONSIBILITY

Exercise Platinum Rule
- Treat others as they would like to be treated
- Demonstrate professional courtesy; be responsive, thoughtful and kind
- Be mindful of tone and be respectful
- Act in ways that recognize each person has value
- Respect opinions and views different than your own
- Show goodwill

Strive to be our best selves
- Respect others’ privacy and boundaries
- Be responsible for your own behaviors and aware of your impact on others
- Demonstrate honesty and integrity
- Communicate concerns directly to the source
- Commit to “lift up and not tear down”

Build a respectful environment
- Be open, honest, transparent
- Use resources responsibly (financial, time, energy and effort)
- Avoid rumors or engaging in gossip
- “Call in” (invite others to learn about their impact) versus “call out” (shaming, exposing)
- Remember accountability applies to us all

BUILDING THE BEST WORKPLACE CULTURE