

# BUILDING THE BEST WORKPLACE CULTURE



## 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, invest in 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

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