



STARS

Lubbock Regional MHMR Center's Expectations of Professional Behavior

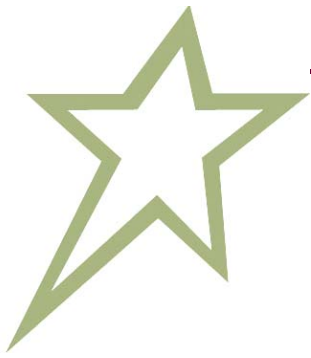
Service.....Provide quality customer service to the people I serve, my co-workers and community.

Team work.....Remember there is no "I" in team. Be available and willing to work with others and to communicate routinely, effectively and professionally.

Accountability.....Be accountable for my responsibilities to myself, the people I serve and our Center.

Respect..... Show the ultimate respect for all people at all times and take professional pride in myself, my work space and our Center.

Safety.....Promote and encourage health and safety among co-workers and the people we serve.



Service . . . *I will provide exemplary service by:*

- Modeling the values of the Center in all interactions.
- Delivering the services people expect and, whenever possible, exceeding those expectations.
- Listening actively and being highly responsive to people's needs.
- Showing respect for a person's right to make choices about his/her life.
- Paying attention to details and following through on all tasks, responsibilities and commitments.
- Recognizing my time is no more valuable than another's time. People are not an interruption of my work but the reason I have my job.
- Maintaining compliance with all training requirements specific to my job and to any license/certification required by my job.
- Continuously "Raising the Bar" on my service performance by continuously increasing my skills and competencies through training, personal study, experience and coaching by my supervisor and others.
- Recognizing my own limits and when to seek help.
- Identifying and eliminating barriers to service.
- Seeking to maximize the value of my services while managing the cost.
- Ensuring confidentiality and privacy are not compromised (i.e. locking office doors, minimizing computer screens, returning charts to the records department, picking up documents from the printer promptly and keeping confidential information in a locked space when away from your work area.)
- Maintaining confidentiality by never discussing a person in services or his/her care with people (including other Center staff) who have no professional need to know.
- Accurately completing all required documentation within the required timeframes.
- Legibly signing all my work with my appropriate credentials, job title and the date.

- **Never intentionally misrepresenting, falsifying or omitting information from required reports and records or interfering with their preservation.**
- **Implementing innovative approaches to current problems or issues.**
- **Establishing and maintaining clear and professional boundaries regarding relationships with people in services and never engaging in romantic or sexual relationships with them or members of their families.**
- **Not employing people in services.**
- **Not bartering with people in services for goods or services.**
- **Not lending to or borrowing money from people in services.**



Teamwork . . . *I will encourage teamwork and communication by:*

- Recognizing each of my co-workers provides a unique and essential contribution to our Center.
- Celebrating the diversity of our staff.
- Recognizing our interdependence on each other, necessary to exceed the expectations of people in services.
- Being supportive of all my co-workers.
- Being honest and kind in all my interactions with people.
- Setting aside personal differences when working together.
- Supporting and encouraging cooperation during reviews, inspections, investigations, hearings or related activities.
- Only encouraging and supporting behavior and communication that builds teams.
- Identifying opportunities to celebrate and recognize teamwork.
- Supporting an organizational culture that encourages people to feel included, appreciated and valued.
- Properly acknowledging and crediting people for their work.
- Welcoming and engaging new employees and volunteers by offering help and modeling exemplary professionalism.
- Ensuring information is consistently reported to the appropriate people in an appropriate and timely manner.
- Checking messages frequently, returning phone calls within 4 hours and working to resolve issues quickly.
- Making every effort to respond to emails within 1 business day.
- Keeping voice mail and email messages short and to the point and clarifying if a response is expected.
- Calling a person directly if communication is urgent.
- Actively seeking information by asking questions rather than making assumptions.
- Sharing appropriate information freely, as a tool to enhance the services provided by all staff.



Accountability . . . *I will demonstrate accountable behavior by:*

- Promoting a positive image of the Center, both on and off Center work time.
- Understanding and committing myself to the responsibilities of my job.
- Recognizing my job description is a guideline for duties, but the ultimate role of every employee is to meet the needs of the people we serve.
- Agreeing my first priority is to the ultimate health and safety of the people we serve.
- Working my assigned schedule with any changes pre-approved by my supervisor.
- Arriving at work, appointments and meetings on time, with a positive attitude.
- Always being prepared with the necessary materials and information.
- Maximizing my time by working efficiently and effectively.
- Striving to do my work correctly the first time.
- Taking responsibility for my actions, my reactions or my inaction.
- Accepting responsibility for my mistakes, without blaming others or offering excuses.
- Vigorously seeking and telling the truth, including those truths that may be less than flattering to me.
- Never using the statement, "it is not my job."
- Eliminating waste and preserving the Center's resources.
- Never using my job or position for personal gain.
- Ensuring my participation in off-duty activities such as political events reflects my opinions and my contributions, not those of the Center.

- Ensuring neither my family nor I have an extensive financial or business interest with a competitor, person in services or contractor of the Center. I will contact my supervisor to review any potential situation before such relationship begins.
- Never providing gifts or entertainment to any business relationship without prior approval from my supervisor. I will never give monetary gifts.
- Only accepting gifts or favors that are limited in value and in line with common business practices and that are approved by my supervisor. Neither my family nor I, will accept money, gifts or favors from a person or business who wants to gain an advantage or influence in doing business with the Center.
- Valuing diversity of opinion, but supporting organizational decisions 100%.
- Striving to meet all Center policies, procedures and guidelines, as well as all contract requirements, state laws and federal regulations.
- Immediately correcting or reporting to my supervisor or the Quality Management Director any issue that is found to be out of compliance.
- Doing the right thing when nobody is looking.



Respect . . . *I will show respect for the Center, myself and others by:*

- Treating every person like he/she is the most important person.
- Assuring respect will prevail in every interaction I have with people regardless of their behavior.
- Treating people with courtesy, dignity and respect at all times.
- Using good manners such as saying “please” and “thank you” in all interactions.
- Greeting people with eye contact, a smile and verbal acknowledgment.
- Focusing on the person I am talking to without interruptions (i.e., answering the phone, working on the computer, visiting with others.)
- Being accessible to people and never implying a person is imposing on me.
- Respecting people’s time by taking immediate action on complaints, concerns, requests and questions.
- Being considerate of people working in close proximity to me by never using a loud voice.
- Dealing with conflict by going directly to the person or people involved and working in a professional manner to resolve the issue.
- Using non-conflict techniques in verbal communications as well as email. (Adhere to Center policies on email etiquette.)
- Knocking on the door before entering a person’s office.
- Not starting or passing on rumors and encouraging others to do the same.
- Being aware and respectful of the life situations of others and treating them with compassion and consideration.
- Maintaining a professional demeanor at all times, even when stressed. Never raising my voice, speaking harshly or using profanity verbally or in writing. Never expressing my anger or frustration physically.
- Always using person-first language.
- Holding myself and others accountable (in a respectful manner) for meeting the “Expectations of Professional Behavior.”

- **Apologizing for problems or inconveniences and working immediately to solve them.**
- **Not correcting or chastising people in front of others. "Coach in private, commend in public."**
- **Never humiliating or degrading people.**
- **Understanding my appearance communicates to people "I respect you and myself."**
- **Complying with the dress code, specific to my job.**
- **Keeping my immediate work area neat, functional and uncluttered.**
- **Picking up trash every time I see it, both inside and outside of all our facilities.**
- **Smoking only in designated smoking areas.**
- **Keeping our environment, including our buildings, our grounds and our vehicles, clean, well maintained and looking exceptional.**



Safety . . . *I will promote health and safety for myself and others by:*

- Following good hand-washing procedures.
- Practicing safety, including correcting and/or reporting safety hazards immediately.
- Using and taking care of all equipment appropriately and returning equipment to its proper place in a timely manner.
- Immediately notifying the appropriate person as soon as I am aware equipment, vehicles or buildings need repair.
- Being prepared for emergencies by knowing the correct actions to take for all types of emergency codes and by knowing where all fire extinguishers and first aid kits are located in my immediate work area.
- When traveling on Center business, ensuring driver and passengers wear seat belts at all times.



Acknowledgement...

I acknowledge: I have read the preceding Expectations of Professional Behavior and understand the Center expects me to comply with these expectations and to be an exemplary employee.

I want to be an exemplary employee and I will strive to perform my work in compliance with these expectations.

Note: None of these expectations is intended to modify the Center's policies or procedures or Compliance Plan; to the extent there is conflict between these expectations and the Center's policies or procedures or Compliance Plan, the Center's policies or procedures or Compliance Plan will control. This acknowledgement shall not be construed as a contract between the undersigned and the Center.

PRINTED NAME

SIGNATURE

DATE