

# Hamlet Workplace Expectations - Interim Policy

## Purpose

To foster a collaborative, respectful, and professional work environment that aligns with the mission, vision, and values of The Hamlet, ensuring the well-being and dignity of the residents we serve. These expectations serve as a foundation for fostering a positive work environment and ensuring the highest quality of care for all residents of The Hamlet.

## Commitments to Uphold the Mission, Vision, and Values

### Resident-Centered Care

- Prioritize the safety, dignity, and well-being of residents at all times.
- Ensure all residents are treated with respect, compassion, and care, maintaining their comfort and autonomy.

### Collaboration and Teamwork

- Commit to working together as a unified team, regardless of personal differences or shift schedules.
- Strive to understand and respect each other's roles and responsibilities, recognizing the unique contributions of each staff member and, as applicable, each shift.

### Effective Communication

- Engage in open, honest, and professional communication.
- Address concerns directly and respectfully with the involved parties, avoiding gossip or third-party involvement unless necessary.
- Use staff meetings constructively to discuss work-related issues and solutions, not to share personal grievances.

### Conflict Resolution

- Resolve conflicts promptly and respectfully, with the support of management if needed.
- Avoid personal attacks, profanity, or unprofessional behavior during discussions.
- Commit to finding solutions that benefit the team and residents, rather than focusing on individual grievances.

### Accountability and Transparency

- Take responsibility for individual tasks and ensure full completion of assigned duties. Communicate any time an assigned duty could not be completed so as not to cause frustration for fellow staff.
- Document incidents and report concerns about resident care or staff behavior to management promptly.
- Follow established protocols and emergency procedures to ensure resident safety.

### Respect and Inclusivity

- Foster a culture of mutual respect, free from discrimination, harassment, or favoritism.
- Value diversity and create a welcoming environment for all staff and residents.

## Professionalism

- Always maintain a professional demeanor, including during meetings and interactions with colleagues.
- Avoid retaliatory behavior or actions that may cause harm to residents or coworkers.

## Management Support

- Management will actively address concerns and/or conflicts in a timely and impartial manner.
- Ensure all staff are trained on emergency protocols, resident care standards, and workplace roles and expectations, as applicable.
- Provide opportunities for staff to voice concerns and offer constructive feedback.

## Commitment

By signing below, I agree to uphold the mission, vision, and values of The Hamlet, adhere to the expectations outlined above, and work collaboratively to create a safe, inclusive, and supportive environment for residents and staff.

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_