



The Roger Neilson House Values

The Roger Neilson House program strives to be a safe, welcoming, refuge for both the families we serve and for the employees and volunteers who work here. We are a Values Based organization, with the values and definitions of those values being self-determined by our staff team. As such, together as a team we have acknowledged the importance of abiding by these values in our work, our ethics, and in our practice. These values need to be considered, adopted and demonstrated in our interactions with all others we encounter in our day to day tasks at Roger Neilson House. We are a multi-professional team and the values are relevant and inclusive to all of us. It is the goal of the Roger Neilson House team to work in an environment that promotes a high quality of service to families, while at the same time offering a safe, accountable, and pleasant work environment to the employees and volunteers of the program. In conclusion, employees and volunteers of Roger Neilson House are asked to consider these values in our clinical decision making and in our daily interactions with others. They will truly help guide us to reach our goal of achieving the best possible working environment!



The Roger Neilson House Values

Safety

Feeling safe in the work force environment involves physical safety as well as emotional safety. Safety requires the **support** of every team member to allow individuals to feel safe in identifying and confronting issues at work, as well as feeling safe enough to admit when one has done wrong. Each individual is responsible in making sure that the environment is physically safe for everyone. They are also responsible in ensuring emotional safety and security of each person. Every individual is responsible for making contributions to safety in the work place and addressing any concerns present. Each member should be treated equally to everyone else.

Safety is one of the most crucial values as it allows for all other values to be more readily followed if people feel safe in their environment to do so.

Respect

Respect is an **active contribution** of showing consideration through our actions to our colleagues, volunteers, patients and their families. Respect is shown in many different ways some of which are: showing regard for one another's feelings and rights, practicing manners and being polite, being inclusive and working as a team, seeking to understand rather than to criticize, being supportive of each other's needs as well as respecting a person's privacy, being mindful and available to help one another, seeking help when needed, recognizing and acknowledging success as well as thanking each other for our efforts. Respect is also **avoiding** disrespectful behaviour such as sarcasm, gossiping, ignoring, and blaming.

Accountability

Accountability is being responsible for one's own actions. As an employee and volunteer of Roger Neilson House we are accountable to our patients and their families, our colleagues and Roger Neilson House, as well as ourselves. Ways in which we show accountability to our patients and families is by considering patient's needs first, advocating for their needs, and ensuring that we are providing safe care and best practice within our scope of practice. We show accountability to our colleagues and Roger Neilson House by practicing the code of values, being on time, working hard as a team, and being conscious of the image we are portraying. We show accountability to ourselves when we are able to identify our limitations, are able to admit mistakes, and are open and willing to learn.



Transparency

Transparency is the act of being honest and engaging with staff, volunteers, patients and their families. This involves sharing of information with colleagues and explaining one's actions and decisions with the team verbally and/or with written documentation. Transparency is the willingness to feel vulnerable. It is also recognizing that we share our work and success and that we do not "own" one patient or case.

Engagement

Engagement is being present and participating physically, mentally, emotionally, and socially. It is about engaging fully with one's potential and committing to excellence personally and professionally. This is done by the active participation of each colleague from the small simple jobs, such as replying to an email, to the big complex jobs, such as helping to calm and comfort a bereaved family. Engagement works best when all are in participation and work as a team.

Learning

Learning is an important responsibility of each member of Roger Neilson House in order to stay current on in-house matters as well as each individual's scope of practice. Learning is the act of being curious and actively sourcing out information that can improve one's own practice and/or environment. Learning can take place by reading, researching, attending education days, learning from co-workers, learning from families, learning from mistakes, and being willing to take on new experiences. Self-reflection is an important component to learning because it allows for us to reflect on our past experiences and learn from them to become better at it the next time. It is also our duty to share knowledge. We do this by taking the time to teach and mentor others. Learning can occur in many different ways and is the personal responsibility of each individual for their own development and the development of Roger Neilson House.

Performance

Performance is the product of the quality of work we put out. It is our responsibility to give our full efforts to our patients and families, as well as our colleagues. We do this by setting objectives, working collaboratively and sharing the workload as best to our potential. We strive to make Roger Neilson House a "Center of Excellence" and become role models for one another.



Name

Signature

Date

Name

Signature

Date