

# TRANSPARENCY

I transmit the relevant and necessary information in an opportune time to the persons concerned so they can take part in decision-making in an informed manner.

I admit to my mistakes; I acknowledge them and I make sure I find solutions to improve the situation.

I put an end to gossip.

I verify information at the source and make sure of its accuracy. (Example of the three means: Truth ➔ Goodness ➔ Usefulness).

I explain my decision whether it is good news or bad news.

I inform people in a context where I can distribute information that is available to me.

I am genuine in what I say and in my actions.

I clearly identify expectations and needs.

I can effectively communicate my satisfaction, my dissatisfactions, my questions, my disagreements at the right time and with the right people.

I express my opinions, my emotions in a constructive and respectful way.

I explain the reasoning for a change, a decision or direction and I validate if it is understood.

I regularly inform persons concerned of important issues (budget, projects, reports, etc.).

I accept constructive criticism and I strive to implement solutions to adequately manage problematic situations.

I communicate using vocabulary that is straightforward, simple and adapted to the situation of the persons concerned.

I welcome others with openness, humility and empathy. According to my ability I take the time to answer by using facts.



# RESPECT

I encourage services that are of good will and in compliance with best practices.

I take into consideration the regional specificities in my decisions by consulting the teams in each of their respective facilities.

I take into account the vulnerability and the fragility of the person during my interventions.

I use the right tone and the right words to express myself.

I interact with the user during care to give him/her my full attention.

I respect the user's rhythm and culture.

I apply the basic rules of civility, I say hello, I make eye contact, I smile, etc.

I return my calls or my messages by email within a period of 24 to 48 hours. I activate an out-of-office message when the time limit may be exceeded.

I demonstrate openness to others, their ideas and opinions.

I respect my commitments.

I speak calmly, politely, clearly, without judgment and with respect.

I treat information with discretion and confidentiality.

I arrive on time at meetings, I am prepared and totally available.

I refrain from taking calls (email - text) in a meeting or during a discussion. I inform persons concerned if I am on-call or in an emergency situation.

I regulate conflicts with the right person by choosing a time and a place that preserve one's integrity.

I do my job without judging the person regardless of his choices or his background.

I am considerate to all those present during a discussion.

I try to be fair and equitable to everyone.

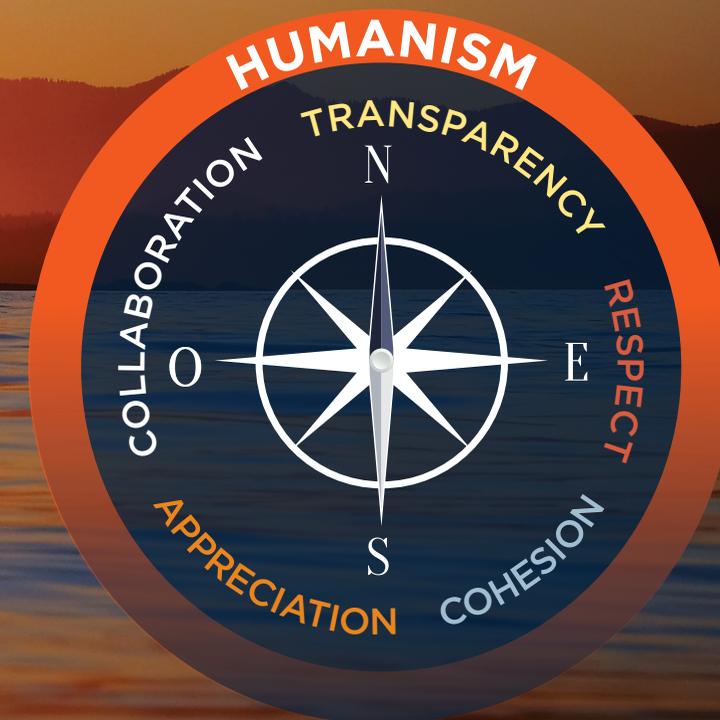
I state my perception of intimidating behavior to the right person. I condemn any behavior that I consider unacceptable.

I undertake concrete actions towards difficult employees, regardless of their level of hierarchy.



TO THE ATTENTION OF THE PERSONNEL AND THE PHYSICIANS OF THE CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX DE LA CÔTE-NORD

# CHARTER OF VALUES



PEOPLE CAN FORGET WHAT YOU SAY BUT THEY WILL NEVER FORGET HOW YOU MADE THEM FEEL.

Centre intégré de santé et de services sociaux de la Côte-Nord

Québec

# COHESION

I work first and foremost for the well-being of the user.

I make sure that my actions are consistent with my statements (I walk the talk).

I am fully devoted in the decisions and directions taken between us.

I am consistent in my attitudes and my actions.

I perform my obligations and respect my word and if it is impossible for me to do so, I will explain the reason.

I represent the values of the Organization.

I assume the challenges and responsibilities of my profession.

I attend meetings and trainings that concern me, as well as participate in mobilising and social activities.

I make sure that my explanations and my expectations are clear and understood by all.

I always say the same message, regardless of who I speak with.

I am responsible for keeping myself well-informed, to be up-to-date in the information I provide.

I establish the priorities and I take the time that is needed to achieve them.

I respect the regulations, policies and procedures and apply all the rules with fairness and transparency.

I am a promoter of taking the necessary time to improve team spirit by having meetings and encouraging participation in meetings.

I make sure I get the help I need.

I ask others to apply the same rules as those that I ask of myself.

I accept to review my actions to be consistent with the users, my co-workers and partners.

I communicate the required information, and I offer the necessary training to allow for a good understanding and a smooth transition during changes.



# COLLABORATION

I aim for a collective goal, not a personal one.

I listen to others to understand their needs, not only to hear them.

I identify the project leader and I make sure that the responsibilities are well defined to establish a healthy collaboration and achievement of the expected outcomes

I target and challenge all stakeholders necessary for the development of a project.

I offer my help and support to colleagues having difficulties.

I make decisions by consulting with my colleagues.

I show flexibility and openness in performing my tasks.

I share information and training.

I communicate with others by establishing eye contact and I am attentive to their needs. I will give them the required attention.

I am open to the ideas and opinions of others, regardless of their status.

I respect the responsibilities of each person.

I accept help from others.

I acknowledge the expertise, the strengths and the limitations of others.

I use my knowledge and expertise in consideration of users, colleagues and the Organization.

I promote mutual assistance by respecting the skills of the teams in each of the facilities.

I call on my colleagues to work together to better serve the user.

I encourage working in collaboration and in an interdisciplinary manner to minimize working in silos.

I facilitate and encourage a sense of belonging.

I have a positive attitude and I contribute to maintaining a harmonious atmosphere.

I refer to the right person if the request is not within my expertise or my responsibilities.

I accept that we can all make mistakes. (I accept that making mistakes is human).



# APPRECIATION

I am courteous, I am always polite (please, thank you).

I respond with courtesy and politeness to the people that I meet and when I use the telephone.

I help the people that I meet and who need help.

I am considerate to everyone, regardless of their status.

I plan and I participate in the acknowledgement of the contribution from the employees to appreciate each person's input.

I am considerate of the person's present condition; I keep informed of the person's situation.

I acknowledge employees' strengths, assign responsibilities in respect of their abilities and involves them in the changes.

I underline the good work that is performed by my colleagues and our work team during meetings or service meetings.

I demonstrate politeness in the emails that I send.

I recognize and I acknowledge the efforts made by employees during activities or any other situation.

I participate in team activities to socialize and create links.

I encourage and compliment others.

I smile at those around me.

I take the time to visit with my teams and I am available to listen to them.

I always make a point of paying attention to little details.

I am considerate of the importance of the work-family balance.

I take the time to listen to the person and I inform him/her if I am not available at the moment.

I give due credit to the rightful person for a job well-done or for a good deed.

I target and apply the preferred means of recognition and expectations by my work team or with my colleagues.

