



Northeast Community Center for Behavioral Health

VALUES STATEMENTS AND STANDARDS OF PRACTICE

DIGNITY

We value the importance of each person's individuality, self-worth and right to privacy and respect. By recognizing that dignity is a feeling of self-worth and the respect it cultivates, we support each person's sense of dignity and self-worth to assure each person feels physically and emotionally safe.

Standards of Practice:

- ◆ We go above and beyond job descriptions and positions to ensure that each person is treated with respect and appreciated for the different backgrounds and beliefs we represent.
- ◆ We act in a way that demonstrates the value each person brings to the Center through excellent customer service and compassion towards each person's unique situation.
- ◆ We treat each person in a way which promotes self-worth and recognize that, without a sense of dignity, the ability to communicate freely is lost. By practicing the value of dignity in all our daily interactions we foster trust.
- ◆ We will represent NECCBH with dignity and respect by maintaining a high standard of professional conduct at all times. Our words, actions and attitudes reflect NECCBH and our concern for others.



COMMUNICATION

We strive to be a community that models positive and healthy communication to those we serve, to our peers and our stakeholders. Positive communication helps us to create a community where we value each person's diversity, hopes and needs.

Standards of Practice:

- ◆ We will practice positive communication, expressing ourselves with openness, clarity, honesty and confidentiality, to create respectful person-to-person dialogue.
- ◆ We will strive as a learning community to communicate in a manner that invites the sharing of our knowledge, ideas and experience for the purpose of connecting individuals, colleagues and stakeholders with recovery services and with one another.
- ◆ We will listen, ask questions and provide needed information in a way that supports each person's personal recovery.

EMPATHY

We actively listen to the thoughts, emotions and experiences of the individuals we serve as we strive to see the world through their eyes, understand their needs, connect with their emotions and advocate on their behalf. In doing so, we are able to better assist them with their goals towards recovery.

Standards of Practice:

- ◆ We value each person and demonstrate an understanding of their personal experiences by recognizing and responding to their individual needs, priorities and abilities.
- ◆ We ensure each person's values are being upheld and their lives are being celebrated each day at the Center with enthusiasm and kindness.

RESPECT

We will foster respect by recognizing that each individual is entitled to be held in high esteem, treated with dignity and supported in their right to self-determination and self-actualization by respecting each person through our words and actions.

Standards of Practice:

- ◆ Through our words and actions we will demonstrate our understanding of the importance of self-respect and respect for one another
- ◆ Through our words and actions we will demonstrate our willingness to learn from each other.
- ◆ We will invite each person to be part of our community, where each person's opinion is valued and appreciated.
- ◆ We welcome each person's participation, without judgment, thereby creating an atmosphere of trust and acceptance.

INTEGRITY

We strive to uphold the highest level of integrity by adhering to moral and ethical principles that demonstrate consistency in values, beliefs, expectations and outcomes.

Standards of Practice:

- ◆ We will work hard to accomplish our goals, leading by example and modeling self-respect and respect for others.
- ◆ We will support and encourage each person's right to speak in an honest and truthful manner.
- ◆ We will demonstrate our belief in recovery values, through our consistent words and actions, with all members of our community.

RESPONSIBILITY

It is our responsibility to our community to promote wellness, recovery and resilience. We will act responsibly to demonstrate our commitment toward each person, each family and colleagues.

Standards of Practice:

- ◆ We will consistently strive to hold ourselves accountable for our actions
- ◆ We will consistently strive to gather needed information to do our job effectively.
- ◆ We will provide through best practices, a safe environment in which everyone engaged in our services can achieve personal recovery and success.

TEAMWORK

We come together sharing common goals and interacting with each other in a way that promotes a learning experience that values each person's opinion. Teamwork is the foundation of our practices.

Standards of Practice:

- ◆ We will strive to maintain an environment that is characterized by working together as a team, while recognizing individual contributions, we will create effective services for individuals and families.
- ◆ We will work together to accomplish shared goals with those we serve, with our community and with our colleagues.

PEER CULTURE & LEADERSHIP

We empower each person and family by actively listening to their individual voice and by assuring that leadership at every level of our organization fosters effective and creative services.

Standards of Practice:

- ◆ We work together to assure peer support is consistently practiced in a way that builds a community free of stigma where individuals work together toward recovery.
- ◆ Our approach to leadership demonstrates that all who participate are fully valued as members of our community.
- ◆ We provide opportunities to demonstrate that leadership is focused upon enhancing the best in each person and is directed toward effective change.

HONESTY

We act with honesty, fairness and trustworthiness, adhering to the highest standards of moral and ethical values and principles through our professional behavior. Honesty guides our work as we demonstrate responsible, accountable and ethical behavior in an atmosphere of honest and open communication, with mutual respect and caring for each other. We believe that honesty is absolutely essential in achieving success with each person's accomplishments, and in achieving personal and community visions for a successful future.

Standards of Practice:

- ◆ Our actions will be consistent with our words, and our words will be consistent with our intentions.
- ◆ We will act with honesty, fairness and trustworthiness with each person, each family and co-workers.

Our Actions Demonstrate That:

- ◆ We will hold true to the recovery model.
- ◆ We will meet people where they are.
- ◆ We will support each individual to achieve personal goals for success.

DIVERSITY

We acknowledge and honor the fundamental value and dignity of all individuals by respecting and embracing the knowledge that the power of diversity strengthens us as a community. We appreciate the differences between people and cultures by recognizing that we come from a diverse variety of backgrounds and experiences and our commitment to each individual is equal regardless of age, race, socio-economic status, gender, political ideology, nationality, sexual orientation or religion. We strive to recognize and appreciate our differences and commonalities to enhance our understanding of our community.

Standards of Practice:

- ◆ We will act in a way which embraces, respects, and values the diversity of each person within our Center, each family and our employees. This approach enriches us individually and collectively, enhancing our understanding and acceptance.
- ◆ We will recognize, value, and affirm that our diversity contributes richness to our NECCBH community of employees and those we serve. We take pride in our shared achievements and celebrate our differences.