

CIVILITY MATTERS

COMMITTING TO CIVILITY

Mindful awareness of the impact that our thoughts, behavior and words have on others improves the collective well-being at the hospital.

Health care workers who work in a civil environment have more positive outcomes in healthcare, are more resilient, feel more valued and are happier at work.

Civility is the glue to effective teams; making good teams EVEN better by allowing each of us to work to our full potential.



EVERY HOSPITAL WORKER'S

BILL OF RIGHTS

I have the right to...

- be treated with respect and dignity.
- experience and express my own feelings.
- be heard and to be taken seriously.
- have a clear sense of what is expected of me at work.
- feel valued and trusted to fulfill my duties.
- take pride in my work and take responsibility for it.
- feel safe to ask questions.
- voice a concern and discuss it without fear of retribution.
- learn lessons free from humiliation.
- take restorative time for myself.
- feel great about myself, but not at the expense of others.
- experience JOY at work.







