

Standard of Cooperative Teamwork

The Arc of Camden County believes in the concept of teamwork. We share the common goal of supporting the needs of the people we serve. We believe that we can best fulfill that common goal by working together in an atmosphere that encourages teamwork.

Teamwork is based upon a set of values that encourage people to show that they:

- Consistently work with others in a positive and cooperative manner.
- Respect the contributions and ideas of other team members.
- Recognize the interests and achievements of others.
- Listen and respond respectfully to points of view expressed by others.
- Actively participate in the work of the team.
- Are willing to explore the ideas of others and to question and re-think their own ideas.
- Are willing to give, ask for, and receive help.
- Can make an individual commitment to the group's effort to reach a common goal.
- Take responsibility for their actions and the consequences that may result.
- Can give other team members the benefit of the doubt, are willing to resolve conflict, and are willing to offer and receive forgiveness.

This Standard of Cooperative Teamwork shall be the basis for all interactions between employees, persons supported, their family members and others we may encounter.



Standards of Professional Communication

The Arc of Camden County

**215 West White Horse Pike
Berlin, NJ 08009**

Telephone: 856-767-3650

Fax: 856-767-1378

www.arccamden.org

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How we treat people matters. The Arc's *Standards of Professional Communication* Ensures that our consumers, family members, visitors, vendors and co-workers are treated with dignity and respect. These behavior standards promote consumer-centered care that emphasizes mutual respect, integrity, exceptional quality service and high standards of collaboration and cooperation. The care and safety of our consumers is always our top priority.

Expected Standards for Communication

The following behaviors support The Arc's standards and are expected to be consistently demonstrated by our staff whether at your worksite or in the community.

- Treat everyone you encounter with courtesy, respect, dignity and fairness. This includes consumers, families, visitors, co-workers, students, volunteers and other professionals with whom you interact.
- Uphold and reinforce the rights of consumers by maintaining consumer's confidentiality and privacy.
- Demonstrate the highest standards of professionalism through honesty and integrity in all work activities, communications and interactions.
- Work together with all staff promoting teamwork and mutual trust.
- Display a sense of pride and ownership in how you approach your work by taking initiative, proactively participating in staff meetings, education and training needed to perform your job.
- Personal appearance and fitness for duty reflects upon each staff member's professionalism. Cleanliness, grooming and professional attire for your position is expected. Staff must report promptly to a supervisor any individual who may be impaired in performing their assigned duties.
- Be respectful of the diversity of others, including: their race, gender, sexual orientation, gender identity, age, disability, national origin and/or religion.

Unacceptable Behaviors

The following behaviors by The Arc's staff are unacceptable and will not be tolerated:

- Making degrading or demeaning comments
- Failure to carry out duties and responsibilities
- Insubordination
- Use of profanity or disrespectful language
- Bullying or threatening others
- Public criticism of staff, departments or Arc facilities
- Use of personal communication devices (such as cell phones, BlackBerry) while on duty.
- Yelling or raising your voice to others
- Any act of physical aggression

Standards of Professional Communication Tips

There are many simple things you can do to ensure positive interactions. Here are a few to remember:

- Make eye contact when you speak to someone. It shows respect and the desire to communicate effectively.
- Greet every co-worker, consumer and visitor you encounter in passing with a warm smile and greeting.
- Smile. Even when you are on the phone, people can "hear" your smile in your tone and voice.
- Always identify yourself with your name, your role, and the purpose of your call or visit.

If you have questions, call your Human Resources Manager at 767-3650, ext.12.

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