

## **SISTERS OF MERCY SERVICES CORE VALUES**

Throughout the years, the Sisters of Mercy have fostered certain values that have guided them, ever striving to meet the health care needs of the people of Western North Carolina.

These Core Values are:

**Sacredness of Life**, seeing each person we meet as having worth. Each person has been created in the image and likeness of God and therefore has worth as a human being.

**Human Dignity**, the belief that each person is entitled to be treated with respect and consideration.

**Justice** calls us to be fair; to respect the rights and responsibilities of each person,

to strive to be fair in our policies, our business practices, and in all our dealings with others and to work towards a more just society.

**Mercy** calls us to be kind, compassionate and to care for each other over and above our duty.

**Service** is responding to the needs of one's neighbor. We strive to determine each other's needs and to respond to them in the best way we can.

**Excellence** calls us to do well and to give our very best in our service to others. We have a responsibility given us by God to use our gifts and talents well.

## **VALUE ORIENTED BEHAVIORS**

Our Core Values are the values we use to determine how we act in the work place. When we behave in particular ways Sisters of Mercy Services is seen in positive or negative light.

As a staff person I accept personal responsibility for displaying actions which demonstrate our Core Values. The actions listed below are some examples of value oriented behaviors. These will be readily identified by those to whom and with whom we minister (every person we encounter) as consistent with our Core Values.

As a demonstration of my commitment to our Core Values I will:

1. **Greet people pleasantly, make eye contact, smile.** Good attitudes are contagious. By doing this, I invite persons into our family and express interest in how they are doing. It is the hospitable thing to do.
2. **If I am busy, acknowledge persons when they approach or call, I will let the other person know I am aware of them by a hand gesture, nod of the head, or appropriate response (e.g. "one moment please").** Taking a moment to acknowledge a person's presence or call creates a favorable impression. If I say "I'll be right there", then I will deliver on the promise.
3. **Give the reason for my presence by introducing myself and when appropriate I will request permission to perform my task.** By approaching people in this manner, I show respect and contribute to their feeling of dignity.

4. **I will attempt to solve my own problems and give the benefit of the doubt to other staff members until such time as I can work with them to resolve any misunderstanding.** Personal conflict is a natural result of people-oriented services. I will work to resolve conflict at the appropriate level, place, and time. I will not talk about other staff members behind their backs.
5. **Speak positively about co-workers and place of employment both on and off the job.** I am proud of my colleagues and our accomplishments. Constructive comments reflect the pride I have in my own work and that of my co-workers.
6. **Respond promptly to requests for assistance.** A quick response for assistance shows my willingness to serve. If I can't respond immediately, I will give a realistic estimate for my response time.
7. **Assist other staff when my own work is finished.** I will be a constructive member of the team. As a cooperative staff member I enjoy working with fellow staff and am willing to join them in their work when my own job is finished. "It's not my job" is not service oriented.
8. **Compliment workers when they do a good job or exemplify our Mission and the Core Values of Excellence and Service.** I will take pride in my work as well as the good work of others. I will tell people about their good points and help to create an atmosphere of joy.
9. **Anticipate other people's needs and respond without having to be asked.** Being observant of the needs of others and spontaneously helping them is my way of showing compassion and Mercy.
10. **Respect differences of other staff members and value the unique contributions they bring to my family.** We are a diverse work force and offer different skills to the organization. I will respect that diversity and value it for the gift it brings to the service of our clients and to all with whom we come into contact in our various capacities..
11. **Have conversations about clients and with co-workers only on a professional level and only in appropriate work areas.** Protecting the confidentiality of patient information is my moral, professional and legal responsibility. Likewise, I have a moral responsibility to protect personal information shared by fellow staff members.
12. **Answer the telephone with a smile and friendly tone of voice.** Answering the telephone indicates my willingness to serve. I will identify myself appropriately and pleasantly remembering the only contact the caller has is my voice.
13. **Dress professionally and appropriately for my particular duties.**
14. **Accept constructive counseling and will act to improve.**
15. **Take pride in my work environment and take necessary steps to insure its appearance and safety.**