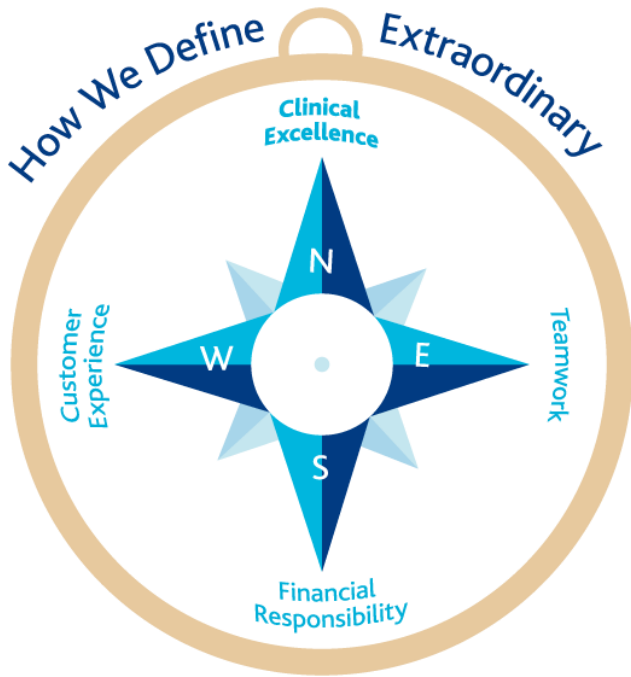


# Fostering a Respectful Workplace

## Leaders Checklist



- ✓ All leaders have the duty to act on all incidents or reports of harassment and/or discrimination and are responsible to report them to Team Resources IMMEDIATELY
- ✓ Supervisors and above MUST complete a thorough investigation of all claims
- ✓ Confidentiality will be maintained to the extent reasonably possible
- ✓ Retaliation against any team member who makes a good faith complaint **will not** be tolerated
- ✓ Get Help from your Team Resources partner!

For more information please review BayCare 's Harassment-Free Workplace Policy (TR #205)

## TEAM MEMBERS ARE TO REPORT COMPLAINTS TO ONE OF THE FOLLOWING:

Department Manager/Director

Team Resources

Any member of Administration

Corporate Responsibility Hotline : 1-877-OUR-DUTY

**Managers MUST report all claims of harassment and/or discrimination to Team Resources immediately.**

### Guiding Principles



**We Are Present and Curious**

We understand the individual needs of the customer in front of us.

We ask questions and pay close attention to both verbal and non-verbal responses so we may fully understand how to best meet and exceed our customers' expectations and make their time with us as comfortable as possible.



**We Acknowledge and Engage**

We take time to create a "moment" with every customer, every day.

Even if it's just a gentle smile and a simple "Hello" or "Thank you" or "How can I help you find your location?", we make eye contact and treat every person as we want to be treated.



**We Listen, We Understand, We Confirm and Then We Act**

We know that understanding the customer's need is as important as delivering a solution.

We overcommunicate to ensure information and expectations are clear and follow through on our commitments.



**We Find Solutions**

We recognize that "No" is the easy way out. We find the "Yes" that our customers need. We know every need is a little different and each need can be fulfilled in different ways.

We're creative solution finders. If from time to time something goes wrong, we're empowered to own it and fix it.



**We Honor Humanity**

We're acutely aware that anxiety and concern are natural responses to the services we provide. We take steps to reduce these fears by communicating and setting expectations.

Then we own and deliver on those expectations.



**We Celebrate and Appreciate Others**

We recognize the talents of all 30,000 BayCare team members and share those talents with our customers. We take time to reflect and celebrate our collective successes.

We're also vulnerable enough to learn from our collective shortcomings. Victories are sweeter and defeats softer because we experience them together.