



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.*