

## OUR TEAM CHARTER

**Mission:** *To contribute to the health and well-being of every team member by working together in a supportive, respectful and nurturing way.*



*We value the contributions and skills of all team members.*

**WE:**

- Share and value our knowledge and experiences with one another;
- Have a positive attitude about our work and working together;
- Ask for help when we need it and if offered, accept it graciously;
- Can count on each other in a safe environment;
- Work collaboratively to solve problems, resolve conflicts and make decisions.



*We treat everyone in our community with respect.*

**WE:**

- Are conscious of our tone and body language;
- Present and promote a positive image of SETFHT;
- Say nothing that is not necessary, kind and true;
- Focus on improvement, not criticism;
- Are mindful of each other's individual role on the team;
- Actively listen and consider each other's ideas and opinions;
- Recognize that each team member is unique and is entitled to articulate his/her own values and beliefs without judgement.



*We are ethical, professional and responsible in all that we do.*

**WE:**

- Put patient care above all else;
- Are approachable, friendly, polite and welcoming in all of our communications;
- Practice honesty, sincerity and transparency;
- Admit when we have made a mistake, apologize and work on solutions;
- Strive to do the right thing – always – in our day-to-day work.