HEALTH DEPARTMENT of Northwest Michigan

FUNDAMENTALS

Our agency has a strong history of excellence and innovation, made possible by past and present employees who are committed to our mission and agency values. It is up to each of us to know, demonstrate, and incorporate these fundamentals so we can carry on the legacy and promote the culture of our agency to best serve our communities!

1. **Live the mission in your daily (work) life.** It's our mission to serve our entire community and to achieve health equity…through partnerships, innovation and excellence in public health practice. We believe all residents should have the opportunity to attain their highest level of health. Connect your work to the mission every day.
2. **Support each other and work toward a common goal.** Take part in the shared responsibility of results. It takes a team to not only meet, but exceed, expectations. Recognize each other's strengths and work together to deliver results.
3. **Go above and beyond to serve our community, our clients, and each other.** Actively support newer staff. If you are unable to help, find someone who can. Deliver a 'no wrong door' approach.
4. **Work collaboratively across divisions.** We are all ambassadors for each other's work. Be intentional about breaking down silos and working with colleagues throughout the agency and district. We are a team. We win and lose together.
5. **Create an atmosphere of friendliness and warmth.** Every interaction is an opportunity to build rapport and set a positive tone. Greet and acknowledge clients and colleagues. Make our clients and customers feel welcome.
6. **Find a way.** Take personal responsibility for making things happen, rather than explaining why they can't be done. Be resourceful and show initiative.
7. **Model effective communication.** Communicate to be understood. Know your audience. Be direct and clear. Avoid jargon, lingo, and acronyms. Listen generously and fully.
8. **Focus on solutions.** Every problem is an opportunity to improve through constructive collaboration. Apply creativity, spirit, and enthusiasm to developing solutions. You are the expert in your work; you have the insight needed to identify issues and the power to solve them.
9. **Act with integrity.** Keep your word. Follow through. Be respectful always. Discrimination is not tolerated in our language, music, daily activities, or culture.
10. **Demonstrate leadership.** Leadership is valued at all levels of the organization, across all divisions and positions. Look for opportunities to lead. Seek continuous improvement using vision and creativity, while inspiring others and building relationships.
11. **Assume positive intent.** Work from the assumption that people are good, fair, and honest, and that the intent behind their actions is positive. Give people the benefit of the doubt.
12. **Respect people's time.** Anticipate and respond to internal and external customer's needs, expectations, and timelines. Begin and end appointments and meetings on time. Be prompt with communication.
13. **Be prepared.** It is our personal and professional responsibility to demonstrate readiness, preparedness, and flexibility to respond to public health emergencies and day-to-day work. Working in public health requires us to adapt to changes in priorities.
14. **Be a good steward of our resources.** We are accountable to our funders to use resources wisely. Look for opportunities to create efficiencies. Optimize technology, practice conscious spending, and minimize waste.
15. **Be diligent about confidentiality.** Confidentiality is non-negotiable. Be aware that your conversations are most likely being overhead by someone. You are responsible for managing what others hear, see and read.
16. **Practice email etiquette.** Read and respond quickly, even if it's only an acknowledgement of receipt. Be professional. Use your auto-responder when you are away from the office. For sensitive or urgent matters, pick up the phone.
17. **Share information.** Be intentionally collaborative with your communication. With appropriate respect for confidentiality, share information freely. Learn to ask yourself "who else needs to know this information?" and "what information do I need to know?".
18. **Speak up.** Your input is valued. Say what you mean, and be willing to ask questions, share ideas, or raise necessary issues. Speak honestly in a way that moves the action forward. Don't be afraid to use a critical lens but do it with kindness and respect.
19. **Foster partnerships.** Our community partnerships are fundamental to our success. Many of our relationships are long standing, and it is our duty to sustain and strengthen them.
20. **Practice empathy.** Treat others the way you want to be treated. Recognize that you may not know other people's lived experiences.
21. **Engage fully in your work.** Be present. Seek opportunities to participate in brainstorming sessions, decision making, and finding solutions to challenges.
22. **Strive for work/life harmony.** We all have an individual responsibility to find our own work/life balance. Nurture both.
23. **Celebrate success.** Great things happen every day. Seek out opportunities to meaningfully acknowledge and appreciate those around you and the important work being done.
24. **Be the expert.** You are the expert in your role. Own it. Know the policies and procedures. Master your responsibilities. Take responsibility for your own professional development.
25. **Protect the environment.** It is where we live, work and play. Protecting our resources is foundational in building and maintaining thriving communities. Reduce, reuse, carpool and recycle.