



## **Work Ethic:**

Work ethic refers to a set of professional values and behaviors that prioritize the well-being, dignity, and autonomy of residents. It demonstrates reliability, responsibility, compassion, and a strong commitment to delivering quality care consistently. Work ethics often require excellent communication, teamwork, and adherence to ethical guidelines.

## **Key Components of Work Ethic:**

- **Dignity:** The right to be treated with respect and honor, and to be valued for who you are.
- **Autonomy:** Staff should respect residents' decisions, even if they differ from their own opinions.
- **Reliability:** Being consistently dependable and trustworthy can be counted on to fulfill commitments.
- **Ethical Principles:** A system of moral principles that guide behavior, decisions, and actions. Ethics is derived from the Greek word *ethos*, meaning customs, traditions, or habits.

## **Resident-Centered Care:**

Placing the residents' needs and preferences at the forefront of decision-making, respecting their choices, and ensuring their comfort.

## **Reliability and Punctuality:**

Consistently showing up on time, fulfilling assigned tasks, and being dependable in your role.

- **Consistently:** Always behaves in the same way, holds the same attitudes, or achieves the same level of success in something.

## **Compassion and Empathy:**

Demonstrating genuine care and understanding towards residents, acknowledging their emotions, and respecting their vulnerabilities.

- **Empathy:** The ability to see things from another's perspective and feel their emotions. It leads to compassionate actions to improve their situation and reduce their distress.
- **Compassion:** Literally means "to suffer together." It is the feeling that arises when you are confronted with another's suffering and feel motivated to relieve it.
- **Vulnerabilities:** A state of emotional exposure that comes with uncertainty. Being vulnerable involves emotional risk, being open, and being willing to love and be loved.

### **Effective Communication:**

Clearly communicating with residents, families, and other healthcare team members. Active listening and providing necessary information are key.

- **Active Listening:** Paying close attention to what someone is saying and responding in a way that shows you understand. It involves being present, observing non-verbal cues, and asking questions.
- **Listen to Hear, Not to Respond:** Focus on truly understanding the speaker's message, not on preparing a reply while they are speaking.

### **Teamwork and Collaboration:**

Working cooperatively with colleagues to ensure coordinated care and seamless transitions between shifts.

- **Seamless Transition Between Shifts:** A smooth handover of responsibilities and information between outgoing and incoming teams, achieved through clear communication and proper documentation.

### **Documentation:**

Accurate documentation of care is important for:

- **Communication:** It helps share information between healthcare professionals.
- **Continuity of Care:** Ensures everyone is up to date on a resident's condition and care plans.
- **Quality of Care:** Enables timely interventions and adjustments.
- **Compliance:** Ensures adherence to laws and regulations.
- **Fraud, Waste, and Abuse Prevention:** Reduces unethical practices.
- **Physical Evidence:** Provides proof of care.

**Falsification of Documentation:** Deliberately altering or omitting information in a resident's medical record, such as claiming to have performed care that was not done, is a serious ethical violation and may result in disciplinary actions.

### **Professionalism:**

Maintaining a positive attitude, appropriate attire, and respectful demeanor while adhering to facility policies and procedures.

- **Appropriate Attire:** scrub top, scrub pants, non-skid tennis shoes, hair up (if shoulder-length), walkie, name tag.
  - *Note:* No hoodies, sweatshirts, leggings, etc. If you get cold, wear a long-sleeved shirt under your scrub top.
- **Respectful Demeanor:** Showing consideration and regard for others, being polite, open-minded, and courteous.
  - **Examples of Respectful Behavior:**
    - Being polite: Using words like "please" and "thank you."
    - Being open-minded: Willing to consider new ideas.
    - Being courteous: Showing good manners.
    - Being considerate: Showing kindness and regard for others.

### **Respect for Resident Autonomy:**

Supporting residents' independence, allowing them to make choices within their capabilities, and respecting their privacy and personal space.

### **Insubordination:**

Referring to the deliberate disobedience or refusal to follow a lawful and reasonable order given by a supervisor, undermining the facility's proper functioning.

### **Key Points about Insubordination:**

- **Definition:** A conscious act of defiance against a supervisor's instructions, where the employee understands the order but chooses not to follow it.

### **Examples of Insubordination:**

- Not following resident care protocols.
- Verbally refusing to perform a task.
- Ignoring safety guidelines.
- Using disrespectful language towards supervisors.
- Deliberately delaying or neglecting resident care.

### **Types of Insubordination:**

1. **Verbal Insubordination:** Using disrespectful or offensive language towards a supervisor or coworker.
  - Examples:

- **Direct Refusal:** “I’m not going to do it.”
  - **Offensive/Abusive Language:** Derogatory comments about a supervisor’s ethnicity or gender.
  - **Insulting Statements:** “That’s the dumbest idea I’ve ever heard.”
  - **Open Defiance:** “This company’s policies are a joke, and I refuse to follow them.”
2. **Disobeying Direct Orders:** Failing to follow a supervisor's direct instructions.
- Examples:
    - **Failure to Complete Assigned Tasks:** Not preparing a report on time.
    - **Ignoring Safety Procedures:** Not wearing safety gear.
    - **Violating Company Policies:** Using personal devices during work hours despite the policy.
3. **Undermining Authority:** Actions that weaken or challenge a manager’s credibility or power.
- Examples:
    - **Spreading Rumors or Gossip:** About a supervisor’s competence.
    - **Publicly Discrediting:** Challenging a supervisor’s decisions in front of others.
    - **Undermining Communication:** Withholding important information.
4. **Refusal to Perform Assigned Tasks:** Deliberately declining or rejecting tasks given by a supervisor.
- Examples:
    - **Flat-Out Refusal:** “I’m not going to do it.”
    - **Passive Resistance:** Prioritizing less important tasks to avoid completing the assignment.
    - **Redirecting Responsibilities:** Trying to assign a task to someone else.