



# The Lucy Rose Clinic

INTEGRATIVE HEALTH SOLUTIONS

## The Lucy Rose Clinic- WORKPLACE COMMUNICATION POLICY

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UPDATED : SEPTEMBER 2023

To be used by: All staff and contractors of The Lucy Rose Clinic

### **PURPOSE**

The Lucy Rose Clinic (TLRC) is committed to a productive and satisfying work environment that operates efficiently and effectively. TLRC believes clear, respectful, accurate, coordinated and timely workplace communication between the Management Committee, Coordinators, staff, and patients is very important.

This policy is intended to provide a framework for good communication within the work environment of TLRC. The purpose is to ensure Management Committee members, Coordinators, staff, and patients are well informed, understand how TLRC operates, support each other, carry out their daily tasks efficiently and effectively, and are focused on the issues TLRC is dealing with and the strategic vision it is working towards.

The policy applies to workplace communication between Management Committee members, Coordinator, staff, and volunteers. The policy does not apply to communication with the participants in the House services and programs, or external communications with stakeholders or the media.

### **POLICY**

At The Lucy Rose Clinic, courtesy, tact and consideration should guide each employee in relationships with fellow workers and the public. It is mandatory that each employee in this organisation show maximum respect to every other person in the organisation and other

contacts in a business context. The purpose of communication should be to help others and to make our business run as effectively as possible, thereby gaining the respect of our colleagues and customers. The following guidelines must be strictly adhered to by all Management Committee members, Coordinators, and staff of The Lucy Rose Clinic.

- Courtesy, friendliness, and a spirit of helpfulness are important and guide the company's dealings with employees and customers.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided. Communicate directly with the person or persons involved to resolve differences.
- Conservative criticism — that which will improve business by clarifying or instructing — should be welcomed when delivered with respect and tact.
- Destructive criticism — that which is designed to harm business or another person — is not to be practised.
- Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at co-workers or customers.
- The standard of The Lucy Rose Clinic is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters. Each employee has the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organisation. Inappropriate remarks based on any of the following are not tolerated and such behaviour will result in immediate termination of employment: race, religion, ethnic origin, physical attributes, mental or physical disability, colour, ancestry, marital status, pregnancy, medical condition, citizenship and/or age. Inappropriate remarks include those that treat a group of people in a uniform way, assign a behaviour in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.
- When requesting something from your manager you must ensure you are treating them with the appropriate respect befitting the managerial relationship. You must not order or provide demands to your manager when requesting assistance or attempting to complete a task. Once you have made an initial request with your manager, you must show patience in waiting for this to be completed. It is not acceptable behaviour to rush or pressure your manager to complete a task for you, as this behaviour is not appropriate to the management relationship and Company's chain of command.
- When working remotely such as from home, you must ensure that you continue to behave professionally with fellow employees and clients. Remote work is an extension of

the workplace, as such you must follow policies and procedures outlined by the Employer in any Company documentation or through managerial instruction.

- When seeking to communicate with colleagues, management or any other work-related party you must ensure you are mindful of the method and manner in which you communicate. You must ensure that the tone and method of expression is appropriate to a professional working environment and that you are communicating with professionalism. Crass and vulgar language, or inappropriate tone or expressions is not acceptable as a result of working from a home environment, you must ensure you speak to colleagues with the courtesy and demeanour that is appropriate to a medical practice.