

START FROM WITHIN



OUR GUIDING PRINCIPLES

AWARENESS

Developing awareness of mood, energy, lens, bias, position, power, privilege, strengths, limitations, and style

HUMILITY

Valuing others' experience, differences, contributions, overlapping identities, gifts, and perspectives: replacing assumptions with curiosity

GRACE

Maintaining an attitude of kindness, goodwill and gentleness with self and others

OUR AGREEMENTS:

This is how we agree to operate with each other to create a strong internal culture.

RELATIONSHIPS

- Respect
- Curiosity
- Improvement
- Appreciation

ACCOUNTABILITY

- Ownership
- Communication
- Lead by Example
- Growth Mindset

VISION

- Inspiration & Innovation
- Engagement
- Empowerment
- Advocacy

EFFECTIVENESS

- Commitment
- Knowledge & Skills
- Support
- Collaboration

This Culture Framework is informed by DCHS Mission, Vision, Values | Trauma Informed Care | DCHS Policies & Procedures | Equity & Inclusion Principles | Professional Ethics/Codes of Conduct | DCHS Core Competencies

OVERVIEW: OUR GUIDING PRINCIPLES

AT DESCHUTES COUNTY HEALTH SERVICES, OUR GUIDING PRINCIPLES ARE:

Start from Within with Awareness, Humility, and Grace

VISION

OF THE CULTURE FRAMEWORK:

Identify, promote and cultivate a shared set of principles and values across Deschutes County Health Services so that staff feel valued and fully empowered to provide high quality and effective services to the people of our community.

PURPOSE

OF THE CULTURE FRAMEWORK:

The Culture Framework provides a foundation for all staff that communicates priorities and establishes expectations across the department for the way we are with each other, including decision-making, collaboration, respect for differences, communication, and other aspects of our work lives.

Deschutes County Health Services' mission is to promote and protect the health and safety of our community. Our community at-large, our clients and our teammates rely on us. This is a significant responsibility, one that leadership alongside staff approaches with a commitment to Start from Within by developing awareness exercising humility and engaging an attitude of grace.



THESE EFFORTS START:

WITHIN OURSELVES

Each staff member at every level is an individual who brings different experiences, perspectives and contributions into the workplace and as such, has a unique opportunity to help build healthy culture.

WITHIN OUR TEAMS

Each team from contributes a specific expertise and focus to our collaborative service to the community.

WITHIN OUR ORGANIZATION

By uniting as a whole around a shared mission and strong workplace culture, DCHS will serve the community-at-large in the strongest, most effective and responsive manner.

OVERVIEW: CULTURE FRAMEWORK

Start From Within is the central commitment of DCHS culture, representing our intention to act thoughtfully from the inside out, to examine ourselves first, and to manifest the values we wish to see around us. We invite each other to:

- **Develop Awareness** Mood, energy, lens, biases, position, power, privilege, strengths, limitations, and style
- **Maintain Grace** Kindness, goodwill, and gentleness with ourselves and each other
- **Practice Humility** Valuing others' experiences, differences, contributions, overlapping identities gifts, and perspectives

All of this together is how we agree to operate with each other to create a strong internal culture.

RELATIONSHIPS	ACCOUNTABILITY	VISION	EFFECTIVENESS
<ul style="list-style-type: none"> • Respect Apply Trauma and Equity Informed, and Non-violent Communication approaches to interacting with others • Curiosity Suspend judgment, replace assumptions with questions, maintain openness, seek understanding • Improvement Go to the source, engage in repair, maintain positive regard, agree to disagree, keep behavior change agreements • Appreciation Provide frequent, genuine and meaningful acknowledgment of others work and efforts 	<ul style="list-style-type: none"> • Responsibility Own your own actions and responses, understand and appreciate organizational roles and responsibilities • Communication Employ multi-directional, multi-dimensional, transparent and open-door practices to sharing and receiving information • Lead by Example Walk your talk, model the behavior you want to see, embrace DCHS culture principles, Start from Within • Growth Mindset Accept mistakes as part of learning, give and take respectful feedback as opportunities for growth 	<ul style="list-style-type: none"> • Inspiration & Innovation Bring heart, courage and creativity to the work, be open to trying new things and engaging in problem-solving approaches • Engagement Show up with willingness, stay present when needed, embrace positive change • Empowerment Rely on an asset approach, notice, invest in and build on strengths, support autonomy and personal agency where possible • Advocacy Use your voice, resources and role to identify unmet needs and promote positive change 	<ul style="list-style-type: none"> • Commitment Demonstrate dedication to achieving positive outcomes and goals, follow through on agreements • Knowledge & Skills Take responsibility for what you don't know and need to know, work to attain needed skills • Support Give, seek and receive help when needed, assess impact of events and resources needed for assistance • Collaboration Value, seek and incorporate others' contributions, work beyond silos