

Understanding the Importance of Professionalism

A. What is Professionalism?

Professionalism is the conduct, aims, or qualities that characterize a person in a work setting or profession.

B. Understanding the Importance of Professionalism.

"Individuals do not become professionals because of some sudden leap that they make into the stratosphere. Individuals become professionals because of their lifetime dedication and commitment to higher standards and ideals, honorable values, and continuous self-improvement."

Jim Ball, author, *Professionalism is for Everyone*

C. Why is Professionalism Important?

1. The success of our company depends on the hard work, dedication and integrity of everyone that works here. In turn our staff members' livelihood depends on the success of Pikes Peak Respite Services!
2. PPRS strives to provide the best services with highly trained and competent staff. We are confident in your skills, it is your responsibility to act in a professional manner to portray these skills.
3. PPRS has standards set in place to outline our expectations on professionalism- in order to be successful with PPRS you must demonstrate competency in professionalism.

D. Being Professional at PPRS Means....

1. Being punctual and committed to the schedule that you create- there are no excuses for not being present in all ways while working at PPRS
2. Treating co-workers and those in your care with respect and dignity- PPRS has a no-tolerance policy on harassment- it is up to each of us to have a great work atmosphere! We are a progressive company with high standards in conduct anytime that PPRS is being represented.
3. Following guidelines set by trainings, policies & procedures. Our training program has evolved from state standards, experience in caregiving and education.
4. Being focused on those we serve and making their time safe and fun- remember, we are providing an interactive environment. PPRS does not simply provide custodial care, we are professionals in our field! Anyone can "watch" children and maintain safety- "warm body", it is your responsibility to interact with our clients and provide a positive/interactive environment. It is essential that all clients are accessing their environment, YOU make that happen for EVERY client! Note: See more in adapting the environment training.
5. Being proactive with those we serve and co-workers- remember we are joining together to provide care to individuals. Working together as a team is essential to a healthy work environment.



E. Effective Management of Relationships means...

1. **No personal relationships with families outside of PPRS.** It is essential that you recognize the difference in personal and professional relationships with those we serve. Personal relationships are prohibited!

It is NEVER ok to exchange personal information for personal reasons with those in your care!
It is NEVER ok to engage in personal relationships with those in your care.
If someone is sharing personal information, re-direct them to our support groups or inform management that there may be need of extra support- we can help access different resources in the community outside of PPRS.

A comparison on how to base your relationship could be a teacher/parent role, think of the professional boundaries and how crossing them is stepping out of your role as a professional caregiver.

Before continuing, do you have any questions regarding professional/personal relationships? If any concerns arise in the future please contact management immediately.

2. Leaving your personal life at home! Our clients are choosing PPRS for our professional services, our company is providing a service to them.

Think about it..... how would you feel if you were going to the doctor and the receptionist insisted on telling you all about her horrible morning from her fight with a neighbor to a traffic jam that made her late for work-

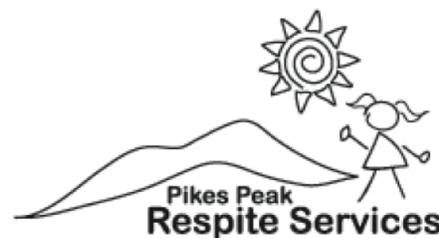
- 1) not professional! It is not your place as a patient to hear about the receptionist
- 2) you were going to the doctor for you, not to hear the receptionists life story
- 3) any energy you may have had was exhausted listening to the receptionist drone on- do you understand how this is not professional?

If you are needing support contact management. Our families have enough stressors that they do not need to be worrying about staff's problems. Over sharing of personal information will result in limited hours- primary caregivers need to know that their loved one is safe and well cared for, versus worrying that you are not present mind, body and soul.

3. Respect!

Have respect for PPRS- a company providing you with an opportunity! Have respect for co-workers! Our staff is awesome- we are here because we care and want to be involved in the community making a positive difference.

Have respect for trainers! There is a huge educational opportunity at PPRS- we are constantly learning about new diagnosis, new equipment, new strategies to implement. Respect trainers at PPRS and in the community, for instance make eye-contact and be interactive!



F. Handling Conflict

Turn on your LISTENING ears!!!

1. Just listen when a co-worker or client is upset. Sometimes they just need to vent. Co-workers need to keep their personal lives at home though. Discern what is PPRS related or a personal problem that should be discussed outside of work.
2. Try to have empathy for others. Often time people are under a lot of stressors at home and you may be the only adult that they have a chance to talk with. If under verbal criticism or attack...don't try to defend yourself or PPRS...text management the situation if it is an individual or their parent and the situation needs to be handled immediately. Also, if you hear a complaint that a parent has, share that with management ASAP so any situations and be handled immediately and conflicts resolved.
3. The best way to handle conflict is with communication. Keep communication factual. Keep communication free of emotion and opinion- just the facts please :) Remember to treat others as you would like to be treated. How you handle conflict says a lot about you as a professional, when put in a position of authority are you fair?

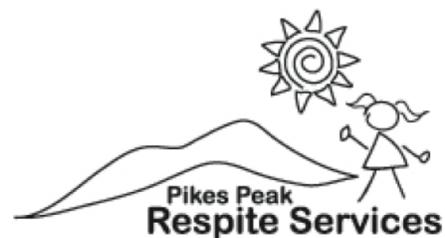
“The only way to win an argument is to avoid it.” -Dale Carnegie

G. How Would You Handle these Situations?

- You need to confront a fellow member that has been talking about you behind your back. What do you do?
- A member is not taking care of his/her responsibilities and it is causing problems for the rest of the team. What do you do?
- You disagree with the way a Trainer is teaching or with what the Trainer wants you to do. What do you do?

H. Being a Good Team Member at PPRS means...

1. Wearing appropriate clothing because your dress and appearance is a reflection of PPRS. Be proud of your appearance and take time to think about making a first impression. Potential new clients are constantly meeting our staff - we need to be at our best at all times. NO: sweatpants, revealing clothing, sloppy clothing etc.
2. Interacting while on shift --in person, on the phone, and in writing, is a reflection of PPRS. Also, think about how you portray yourself online via social media, facebook, myspace etc. It is easy to gather personal information online and it is a tool parents can use to select providers. What image are you portraying? Set your settings to private if you are a part of social media. Friend Pikes Peak Respite Services to keep in touch with what services are being offered. Keep your personal life personal and maintain privacy of our staff members as well.
3. Your attitude is a reflection of PPRS! Have you ever gone into a place of business and been assisted by someone that had a bad attitude? Have you ever encountered someone so rude and grumpy that you



wondered why they were working that day? We feel at PPRS there is no excuse for a bad attitude. We want you to love your job! If one staff member's attitude is poor we all suffer! If you have concerns talk to management.

4. YOU are a reflection of your PPRS when you are off hours and in the community as well. PPRS takes great pride in the work that we do, this could not be accomplished without you! You will find yourself in the unique position to educate others about respite care and how families benefit from our services.

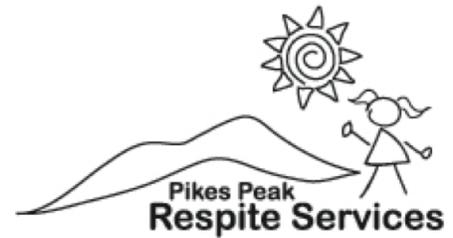
I.Characteristics of a Good Team Member at PPRS

1. Team members that use their individual talents and skills to accomplish the goals that PPRS has set forth for continuity of care. If you are passionate about sports for instance, play catch, hop around, plan outings to the park. If your interest is in music, teach clients how to sing a song, dance to to beat, use your talents to en-richen lives and gives new experiences!
2. Team members that understand their roles and fulfill their obligations while at work.
3. Team members that are missed when they are not at work! Your performance shines through in everything from mood of everyone around you, cleanliness of the home , comments from parents upon pick-up and drop-off, completion of checklists, attitude towards co-workers, attitude with management, willingness to learn and take direction from other professionals, trainers and management.
4. Team members understand the importance of limiting phone time. Personal texting and phone calls are prohibited while on shift. Complaints on texting/phone usage will be handled in the following:
First offense: verbal/texted warning
Second offense: written warning in personal file
Third offense: termination

J. Learning Professionalism Through Having a Good Work Ethic

1. Positive Attitude is Paramount!!
2. Take responsibility for yourself & be accountable to others
3. Show respect to yourself and others
4. Be dependable and reliable
5. Manage your time by prioritizing & dividing tasks appropriately
6. Have patience and a generous spirit
7. Be accountable to the schedule that you create at PPRS
8. Be present in mind and spirit while working
9. Treat others as you would like to be treated- what kind of co-worker are you? What is your attitude and body-language saying about you?
10. Demonstrate polite behaviors: say, "please," "thank you," and "excuse me' a lot!!

K. Your Behavior at PPRS & Accepting Responsibility



- It is important to develop the ability to accept responsibility (blame) and to share credit with co-workers when credit is due.
- When you develop the art of sharing credit, your co-workers will be endeared to you.

L. Success

“There are no secrets to success: don’t waste time looking for them. Success is the result of perfection, hard work, learning from failure, loyalty to those for whom you work, and persistence.”

Colin Powell

R. Questions?