

**PRINCIPLES OF SERVICE
FOR STAFF AND VOLUNTEERS
PARTICIPATING IN CCDPH COMMUNITY
CLINIC AND PROGRAM ACTIVITIES**

CCDPH values its dedicated staff and volunteers tremendously. You are the face of the agency to the public we serve. We know that we can count on you to present yourselves to the public in a caring, attentive and effective manner.

As we begin a major public health initiative, here are a few reminders of some of the principles that have made us successful in our work in the communities we serve and with schools, hospitals, providers, parents and other groups:

1. Remember to dress professionally. It matters and helps to convey your excellent professionalism during what are often brief encounters with others.
2. Identify yourself to others by profession and as a member of the CCDPH care team.
3. Be responsive to requests for information or services. If the request does not pertain to your area of responsibility, pass it along to your supervisor or to the appropriate division or program. Follow up to be sure that the supervisor or division/program personnel received the information so that a prompt response can occur.
4. Stay informed about the CCDPH and its programs so that you can provide accurate information to others, including your friends and family. Be careful, though, that you do not give others the impression that you possess expertise in areas beyond your training and role with the CCDPH.
5. Remember that even though we try our best, we can't meet every need. If a client, organization, school, hospital, or other group requests a service that we cannot provide, make a referral if possible so that they have an alternative. Never say "no." We need to let others know that we care about their needs even if we can't always meet them.
6. Don't forget, courtesy is contagious! Be flexible, cheerful and helpful in working with volunteers and staff. We need to help each other to be successful as a team. Don't forget to thank others for the help they give you.
7. Be sensitive and respectful in dealing with clients, and keep your cool. Unfortunately, you will sometimes, through no fault of your own, find yourself on the receiving end of a client's fears and frustrations. An understanding smile and a helpful attitude can often make a difficult circumstance much more tolerable for an upset client.
8. Our staff/volunteers may not engage in unlawful discrimination. All clients shall receive our services without regard to actual or perceived status, practice, or expression of that person's race, color, sex, age, religion, disability, national origin, ancestry, sexual orientation, marital status, parental status, military discharge status, source of income, gender identity or housing status; or the actual or perceived association with such a person.
9. Remember to give each client your undivided attention. Try to avoid conversations with co-workers or cell phone calls when you are with clients. A client who has been waiting to see you deserves to feel as though his or her concerns are your first priority.
10. Be aware of your own conversations and voice volume. Don't force others to speak in a louder voice in order to be heard. This can jeopardize privacy and interfere with the concentration of other staff members in attending to clients.
11. Once again, thank you for your hard work and for the important service you provide.