



May 10, 2016

TO: MLK OPC Workforce Members

FROM: Cynthia M. Oliver *CMO*  
Chief Executive Officer

SUBJECT: HARMONY IN THE WORKPLACE

Treating others with respect, dignity, collegiality and kindness is fundamental to building a respectful, professional and collaborative work environment that is free from verbal, emotional or physical bullying of any kind. To that end, the old adage, "Do unto others as you would have them do unto you," is a good rule of thumb to live by. Thank you for your part in ensuring that we respect each other and work in harmony in the workplace.

This memo is a reminder that if we consider what we are saying or doing before saying or doing it, we can eliminate a lot of hurt feelings and prevent situations from escalating and being perceived as intimidating and threatening. This applies to all levels of staff. All workforce members are expected to be respectful of each other. Each of us must consider how our personal words and actions impact those around us. We must listen to others, including our patients, with interest, respect, without intimidation, and demonstrate openness to differing points of view, experience and alternate ideas.

The Department of Health Services Workforce Behavioral Expectations Policy 747.300 was established "to create and maintain a work environment free from intimidating, disruptive, threatening and/or violent behavior; and to promote appropriate professional behavior and respect between workforce members, to the public and the DHS patients."

Policies, rules, and regulations are established to provide order in the workplace. Without them there would be no standards to adhere to. It would be like driving with no painted traffic lanes and no traffic lights. Can you image the chaos? Supervisors and managers have to require adherence to departmental standards, and employees are required to comply. However, all are required to interact in a professional manner that represents Los Angeles County and the department well.

We here at MLK OPC have another legacy to live up to, that of Martin Luther King, Jr. We work at his name sake and he has said, "Sooner or later all the people of the world will have to discover a way to live together in peace, and thereby transform this pending cosmic elegy into a creative psalm of brotherhood. If this is to be achieved, man must evolve for all human conflict a method which rejects revenge, aggression and retaliation. The foundation of such a method is love."

Our primary focus should always be patients first. But, we cannot properly care for our patients if we are not respectful toward one another. I know that we can do it. Thank you for helping to make this a harmonious workplace where we really can put patient care first.

/CMO