



Allen County Public Health Employee Service Pledge

The staff of Allen County Public Health is dedicated to providing services that will make Allen County a healthy place to live, work, play and learn. We provide these services to residents in a manner that results in a positive experience for the customer. Our services are timely and delivered in a manner that is consistent with our values. We provide excellent service and care.

This pledge defines expected behaviors, practices and standards to be demonstrated when working with fellow staff, our clients, community partners and residents. By signing the pledge, I agree to deliver service that is consistent with the Allen County Public Health values.

I value Collaboration.

In order to maximize internal and external resources to improve the health of Allen County I will:

- Work with others to provide services and implement programs both within the agency and within the community
- Be supportive of fellow workers and trust team members to do their job
- Think outside of the box and make changes to do what needs to be done
- Willingly provide assistance and ask for assistance when needed
- Serve as a resource to other divisions, other agencies, and the public, as needed
- Represent Public Health in community collaborations as assigned
- Find someone to fulfill a request when I cannot
- Refer residents to community programs
- Support other agencies in meeting community goals, as needed
- Participate in staff meetings and agency events

I value Communication.

In order to share clear and concise information, I will:

- Share important, timely information within and between divisions
- Provide clear, concise information in a timely manner
- Respond to emails and voicemails in a timely and courteous manner
- Listen attentively and look for opportunities to help
- Stop, look and listen: Stop what I am doing, look the other person in the eye, actively listen to what they are saying
- Be aware of my body language and facial expressions
- Encourage open, honest communication

I value Empowerment.

In order to provide information and guidance to help people lead healthy lives, I will:

- Understand the needs of my clients
- Show interest in our clients and their situations
- Be approachable and maintain a welcoming environment
- Introduce myself and wear my identification badge
- Explain what I am doing and why
- Encourage questions and offer choices as appropriate
- Verbalize support that ACPH can provide

I value Equality.

In order to provide consistent services to all, I will:

- Display tolerance, sensitivity and impartiality toward others' culture and background
- Address gossip and abusive language or behaviors in a professional way
- Treat everyone with respect

I value Integrity.

In order to achieve a high standard of service, I will:

- Act in a way that shows commitment to Allen County Public Health
- Speak positively about Allen County Public Health and my co-workers
- Be accountable for my words and actions
- Remain up-to-date on important health topics and my own professional development
- Apologize for problems or inconveniences and initiate actions to resolve them
- Be clean and professional looking
- Follow my professional code/standards and scope of work
- Minimize time lost in unproductive activities
- Complete my work accurately and efficiently
- Maintain a safe working environment
- Be on time, as scheduled, and ready to begin work
- Be open to changes to improve programs/services
- Follow through with tasks

I value Respect.

To show that I care for individuals and their situations, I will:

- Acknowledge others quickly by making eye contact and greeting them
- Be considerate of other's time, e.g. ask "Is this a good time?"
- Be considerate of other's feelings, e.g. realize that how I say something is as important as what I say
- Show interest in and remain non-judgmental toward others
- Let others know we value their time
- Refrain from personal conversations in the presence of customers/visitors
- Refrain from discussing client information in public areas of the building
- Obtain the minimum information needed from a client or co-worker to do my job
- Deal with conflict by going directly to the person or people involved

Signature: _____

Print Name: _____ Date: _____