



2.5 EMPLOYEE COMMUNICATION

All employees of LADD are required to follow the Mission, Vision, and Values of the organization. This is a Job Essential/requirement for all employees to remain employed. All employees also have core competencies written into their job description which they are required to meet. This means that all employees must demonstrate they are able to respect ALL people's differences including co-workers and treat everyone with dignity and respect.

Employees are to communicate with honesty, integrity, openness, and with a positive intent. Although people in all types of employment will, on occasion, find themselves in a situation of conflict or disagreement with a co-worker or management, positive approaches must be used. If something is troubling or disrupting job performance, employees need to review the Mission, Vision, and Values as well as their core competencies as a reference for expectations. Using S.O.U.L. will help to resolve problems that may arise. **Stop**- take a deep breath; **Open** – your mind & body to solutions that align with the core values; **Understand** – that you value P.E.O.P.L.E., this includes your co-worker, say the values out loud if needed. **Link** – to the best part of yourself and feel that compassion, caring, and peace. Following the S.O.U.L. process with the positive words and actions achieved through this process will move towards a 'SOUL'ution (solution).

Make sure you ask yourself, "What is the positive intent of my communication?" Then discuss the problem with your co-worker, management, or whoever your concern involves. If employees ever feel they need assistance, they need to ask Management to assist them in finding a solution. Management is sincerely concerned about employees' welfare and satisfaction at work and will do everything possible to resolve conflict. Management is here to 'make the difference' in employees' lives too!

LADD will not employ people who choose not to align with the corporation's values as outlined in all employees' job descriptions at all levels. Any employee displaying such behaviors will be subject to disciplinary action up to and including immediate separation from employment. Therefore, LADD will not tolerate, under any circumstances, threatening or abusive behavior towards anyone working for or with LADD, or any of the people receiving services. See the Harassment Policies located in the Employee Handbook/Code of Conduct within the online LADD Directory.

While working, employees are expected to create a positive atmosphere showing you **C.A.R.E.** (Compassion, Affirmations, Relationships, Empathy) for the people -supported. Employees must demonstrate kindness and compassion to the people receiving supports as well as their co-workers; this is a job requirement. In order to accomplish this, employees must be able to communicate effectively and appropriately with each other throughout the shift. Disagreements among employees cannot prevent communication or affect the positive environment for the people supported. Any employee who is unable or unwilling to communicate appropriately with positive intent per their job description will be subject to disciplinary action up to and including separation from employment. A core competency is to maintain the self-esteem of others during interactions, communicating with a positive intent, and a willingness and desire to improve. This is expected from all employees.

If employees feel they are unable to communicate effectively with Management, or believe concerns are not being addressed, such issues should be taken to the next level of Management. Employees are expected to move to the next level of management until concerns are adequately addressed; refer to the

Corporate Structure/Chain of Command located in the Employee Handbook/Code of Conduct within the online LADD Directory. Communication problems with Management need to be reported to the next level so that open lines of communication are established and working conditions are appropriate. If an employee is unable to resolve a conflict, they need to follow the Complaint Procedure found in the CCP and available on the website.

What do I do if I have questions, concerns or complaints?

Report it to Management via telephone, email, face to face interview or complete a Confidential Complaint Form for submission to the Corporate Compliance Officer/Management. If no immediate response, then immediately email or call the Corporate Compliance Officer.



**Ladd Corporate
Compliance Officer:**
Ted Coffeen



269-782-0654



tcoffeen@laddinc.net

Or use the L.A.D.D., Inc. reporting and question hotline
at

855-607-1737

or Email

corporatecompliance@laddinc.net

- If employees are not sure if a violation has occurred talk to the Corporate Compliance Officer or Management.
- The complete CCP is available online at www.laddinc.net by clicking on the Departments tab and selecting Corporate Compliance.
- The Confidential Complaint form is available online at the location as well.

WE MAKE THE DIFFERENCE