



*Guiding Principles of RESPECT for the Eastern Region:*

Respect is the foundation of all of our behaviors, attitudes and interactions. We acknowledge that all individuals have dignity and worth and we strive to respect others through our policies, behaviors or attitudes.

*The Eastern Region is committed to the following guiding principles of respect:*

- *At all times, treat each individual who enters our facilities with dignity and respect*
- *Work to identify and eliminate disparity in the outcomes of the populations that we serve*
- *Work to foster a reciprocal environment of mutual respect for consumers, providers and family members*
- *Ensure that service environments are welcoming and comfortable for all we serve*
- *Develop and adhere to a process through which to correct any policy, behavior or procedure that is found to diminish the dignity and worth of another*
- *Encourage that staff demographics reflect the populations that we serve*
- *Recruit, train, reward and promote those individuals who practice and lead in implementation of these principles*
- *Ensure that each staff periodically participate in training/education around stigma and cultural competence that align with the Guiding Principles of the Eastern Region*
- *Develop and adhere to a process by which to measure improvement/progress in the provision of non-stigmatizing, culturally competent care*
- *Develop an internal policy to promote respect within each organization*

*The Eastern Region believes that the above guiding principles are integral to the promotion of culturally competent and non-stigmatizing behavior.*