

# MUTUAL RESPECT

## Background

At Developmental Pathways, Inc., we value **kindness, collaboration, and competency** and are committed to person-and-family-centeredness. We strive to create and support an environment of inclusion and belonging for individuals and their families, our internal team members, and external community partners.

While we maintain formal policies to support grievances, complaints, disputes, and formal person-centeredness and individual rights, these guiding principles are intended to frame mutual accountability in our day-to-day work.



**Grievance, Complaint, Dispute Policy**  
*(click to read)*



Case managers will return calls and emails within two business days. If you do not hear from your case manager within that time frame, please contact their supervisor.

## Guiding Principles for Connection

Our teams are committed to the following to support the most collaborative and successful working relationships:

-  **Having a caring attitude**
-  **Honoring & respecting differences**
-  **Supporting mutual accountability & respect**
-  **Actively listening to individuals, families, & community members**

DP staff members are committed to nonpartisan professionalism, which means no matter the subject matter, we pledge to:

-  *Engage respectfully with one another & our community*
-  *Employ thoughtful delineation between our professional roles & personal roles in the community*
-  *Demonstrate our commitment to nonpartisanship while at work to support safe, comfortable spaces for everyone*

## Individual, Family, and Community Partner Guidelines

Our expectation is that you reciprocate these relational touchstones.



### *Respectful & Courteous Communication*

Name-calling, abusive, and/or attacking language will not be tolerated. Our staff may ask to reschedule the meeting or call to allow team members to regroup and collect their thoughts.

### *Respect & Courtesy of Health & Safety Protocols*

We work with thousands of individuals and families and have a diverse workforce—many of whom have compromised immune systems and/or live with others who do. Our team members may need to occasionally reschedule meetings to ensure the health and safety of everyone.



### *Please Share Feedback*

Our teams work with an open-door policy, and we encourage the individuals and families we serve to share feedback as early as possible. The sooner we hear from you, the faster we can address it.