



Quality Service

Pledge of Commitment

To demonstrate my commitment to Quality Service at the Oklahoma Department of Human Services, I agree to abide by the following Quality Service Standards in all aspects of my work and to serve as a role model of these standards to my co-workers, colleagues, partners and clients.

Safety

I will ensure that employees, customers and work places are free from harm or danger by:

- Practicing safe behaviors in everything I do
- Reporting safety concerns immediately and following-up to ensure compliance
- Being educated and knowledgeable on safety protocols
- Following all safety protocols required of me as a DHS employee
- Following all information security protocols
- Ensuring client safety and striving to prevent harm

Integrity

I will be consistent in living the values, principles and expectations of our agency in relationships with coworkers, customers, partners and stakeholders, and I will act with only the highest ethical standards by:

- Doing what I say I am going to do
- Saying what I mean and meaning what I say
- Using my time and resources wisely
- Doing the right thing at all times, even when no one is looking
- Within the rules of confidentiality, sharing information and explaining my behavior and decisions
- Being honest
- Making informed decisions
- Accepting responsibility for my actions and supporting the decisions of DHS
- Ensuring my actions reflect the values of my organization
- Learning from my mistakes
- Being self-aware
- Being responsive to the requests and needs of customers and partners
- Abiding by my professional organization's code of ethics



Professionalism

I will exhibit the skill, good judgment and behaviors that are expected from a person who is trained to do a job well by:



- Projecting a positive attitude and image
- Being polite, courteous and respectful to others
- Keeping my area orderly and ready for visitors at all times
- Supporting the goals and ideals of DHS
- Being engaged in helping to improve DHS practices and outcomes
- Performing my role efficiently
- Displaying appropriate body language
- Communicating promptly and effectively with others
- Delivering information and/or services promptly and accurately
- Possessing the knowledge and skills necessary to perform a quality job
- Being accessible to others during my work hours
- Anticipating the needs and wants of customers and partners and consistently striving to exceed their expectations
- Doing my very best
- Being trained and knowledgeable about my duties and my interactions with others and ensuring my work products reflect that training and knowledge
- Providing information regarding alternative community resources when my information or DHS services are not sufficient to meet my customers' needs
- Being flexible when interacting with co-workers, partners and customers
- Being a quality service role model

Compassion

I will be aware of others' needs and have a desire to help without passing judgment by:



- Listening attentively to what others have to say
- Showing concern for the well-being of others
- Treating others with respect and dignity
- Being accessible to others who need my assistance
- Giving my time and attention when needed
- Respecting and empathizing with the diversity, beliefs, values and individual differences of others
- Challenging prejudices and discovering commonalities
- Making time for things that will aid DHS in providing assistance to vulnerable Oklahomans
- Acknowledging and thanking others who assist me or DHS

Employee signature

Date

