

**CONTROLLED DOCUMENT**

Department:	Administration Department
Document No:	CMC- HR - 014
Issue Date:	01/05/2008
Revision Date:	28/10/2020
Next Review Date:	27/10/2022

WORK ENVIRONMENT AND CMC CULTURE POLICY**1. PURPOSE:**

- 1.1. This policy aims to instill harmony and integrity at all levels within the Organization.
- 1.2. To outline and ensure that all Employees working at CMC are aware and understand that culture and language have considerable impact on how patients access and respond to health care services.

2. POLICY STATEMENT:**2.1. Cultural Awareness**

2.1.1. CMC recognizes the cultural diversity and religious beliefs of the multinational community served in healthcare facilities, and to ensure that all patients, family members and guardians are treated with dignity, respect, sensitivity, and with consideration of appropriate cultural norms and traditions.

2.1.2. All Employees will be expected to demonstrate culturally sensitive conduct and encouragement to communicate personal cultural issues during the patient's journey in the health care system as it may impact their care.

2.1.3. Appropriate dress codes and uniforms are to be exercised at all times during work hours.

2.1.4. Comply with policies, regulations and procedures as set up by the Government of the Emirate of Abu Dhabi and DOH.

2.1.5. Special consideration is given to the cultural and religious beliefs of the community in which CMC serves with emphasis on the male-female roles among different cultures.

2.1.6. Clinicians will be required to continue to develop and improve programs and services that reflect on their understanding of the diversified cultural differences within our patient's demographics.

2.2. Respect and Appropriate Language(s):

2.2.1. Employees are requested to respect everyone they speak to including patients, visitors and other colleagues.

2.2.2. Employees are not to use offensive language; such actions will be disciplined.

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2.2.3. Employees are not to discuss religious, political or other controversial topics in front of patients and their visitors. Such discussions with colleagues are discouraged as well.

2.2.4. Employees are requested to be culturally sensitive to other patients, visitors and colleagues.

2.2.5. The tones in which the Employee speaks in must be modest and humble. Loud and disruptive voice tones are not acceptable.

2.2.6. Screaming and shouting at others are not acceptable regardless of the situation the Employee is in, and such behaviour may be subject to disciplinary actions

2.3. Employee's Personal Visitors:

2.3.1. CMC discourages Employees from having personal visitors whilst working, as this may affect the timely and effective performance of the Employee and distract others.

2.3.2. If an Employee is obligated to have a personal visitor, then it becomes the responsibility of the Employee to ensure that they:

2.3.2.1. Report the timing of their personal visitors to the security.

2.3.2.2. Ensure that their personal visitors adhere to the policies herein.

2.3.2.3. Ensure that their performance, duties and responsibilities will not be neglected.

2.3.2.4. The Employee may only meet their personal visitors in the common areas and during their break time.

2.3.2.5. Any unacceptable behavior from the Employee's personal visitor will be the responsibility of the Employee; where applicable, disciplinary actions will be taken against the Employee.

2.4. Personal Appearance:

2.4.1. CMC is committed to its professional appearance and image. We expect our Employees to respect and adhere to the policies at all times whilst on CMC premises.

2.4.2. It is important for Employees to remember and understand that they are representing CMC group. The Employee's professional image is a representation of what CMC differentiates itself towards

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3.1. Covers recruitment of all manpower at CMC and Group which is

- 3.1.1. Canadian Medical Center LLC
- 3.1.2. Canadian Medical Center LLC Branch -2
- 3.1.3. Canadian Medical Center LLC Branch – 3
- 3.1.4. Canadian Medical & Rehabilitation Center LLC
- 3.1.5. Canadian Medical Center & Plastic Surgery LLC
- 3.1.6. CMC Healthcare Sole proprietorship LLC
- 3.1.7. Canadian Medical Center for Surgery & Cosmetic
- 3.1.8. CMC First Aid Clinic

4. TARGET AUDIENCE:

4.1. All employees of CMC Group

5. RESPONSIBILITY:

5.1. Joint responsibility is held by the Medical Directors of the Canadian Medical Center Clinics, Operations Manager, Nurse Manager, Administration Manager and Chief Compliance Officer / Individual Head of Departments, (HOD's), Human Resources Department.

6. PROCEDURE:

6.1. Employees are expected to comply by this policy – if an employee has breached or is found to be under non-compliance, disciplinary action might be taken.

7. DEFINITIONS AND ABBREVIATIONS:

7.1. N/A

8. DISTRIBUTION LIST:

8.1. On shareholder Policies HR

9. CROSS REFERENCE, RELATED LEGISLATION, FORMS, POLICY & DOCUMENTS:

- 9.1. Joint Commission International Accreditation for Ambulatory Care, Fourth Edition 2019. Joint Commission Resources; SQE 1 & 2
- 9.2. Hospital Standards, Health Authority-Abu Dhabi, 2008;

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9.3. ISO 9001:2015 Quality Management System Requirements ISO 14001:2015 Environment Management System.

10. KEY RESULT AREAS:

10.1. Nil instances of non-compliance with this policy.

11. AMENDMENT HISTORY:

Version	Revision Date	Description of Amendments	Pages
01	01/05/2008	New policy	All Pages
02	28/10/2020	ADHIC Classification Added	Throughout the policy

12. APPENDIX:

12.1. N/A

13. APPROVAL SHEET:**Document Developed & Reviewed By:**

Licensing Officer	Ms. Aprilia Ariesia		28/09/2020
	Name	Signature	Date

Document Developed & Reviewed By:

Asst. Manager Quality/ Chief Compliance Officer	Ms. Dhanya Thankappen		28/09/2020
	Name	Signature	Date

Document Approved By:

Manager Human Resources /Chief Administration Officer	Mr. Sallam Mohammed Naji		29/10/2020
	Name	Signature	Date