

	<b>Montana Mental Health Nursing Care Center Policy Manual</b>	<b>Policy Number</b>	<b>424</b>
		<b>Original Date</b>	<b>01/11/1995</b>
	<b>Department: Personnel</b>	<b>Revised Date</b>	<b>01/09/2014</b>
	<b>Employee Communication</b>		

**POLICY:**

Employees are to be courteous and respectful when communicating with other staff, residents, resident’s family and friends, visitors, vendors, and providers under contract to the institution.

**PROCEDURE:**

1. Employees are never to use profane or vulgar language in any communication while at the facility or when acting as a facility representative outside the facility.
2. Residents are to be treated with respect and have a right to be called by their proper name (e.g. Ms Smith, Mr. Jones). Residents are not to be called by pet names. Nicknames must have the approval of the Care Plan Team.