

Open Office Community Guidelines

Application: These guidelines apply to all Northwest Kidney Centers (NKC) employees and medical staff.

Basis for Guidelines: Mutual respect, tolerance and consideration for your colleagues should guide your behavior in our open office community setting; however, it is worth pointing out a few specifics that will help NKC staff, new and familiar, thrive in our open space environment.

1. Noise and Volume.

Success in an open space environment necessitates consideration and cooperation relative to noise that distracts.

- Modulate your voice. You do not have to whisper – be considerate of your neighbors and colleagues when speaking near individual workspaces
- Move noisy conversations away from individual workspaces to a conference room or flex-type space.
- Be conscious of non-verbal noise. Keep cell phones and other devices on vibrate or silence your ringtone(s). If you will be out of the office redirect your office phone calls or enable DND (Do Not Disturb) from your desk phone.
- Speaker phones. ONLY to be used when in a conference room, or flex type environment and sharing conversation with a colleague(s). When using these spaces, doors need to be closed. Music or other audio should only be listened to when wearing your headset/phones.

2. Minimize Distractions and Interruptions.

Successful co-existence in an open area office setting relies on clear communication and mutual respect.


- Read and respect privacy cues and personal boundaries. If your work space neighbor is wearing his/her personal headphones or otherwise signaling they are doing focused work, send them an email, message them or create/send an Outlook meeting request if you need to contact them.

Northwest Kidney Centers

- Create your own no-drop-by rule to eliminate interruptions. You may create and send your colleague a “meeting invitation” in Outlook to communicate you would like to meet, even briefly.
 - When appropriate, use headphones to manage distractions and to indicate that you are engaged in focus work. NKC will provide a phone head set, however, personal head phones maybe brought from home. Be proactive and communicate with your colleagues verbally or otherwise that you will be engaged in lengthy focus work.
- Use phone discretion. Lengthy conversations and interactive webinars should only happen in a conference room or flex-type space, away from coworkers who are engaged in focus work. As applicable, reserve conference rooms/flex space when needed. For listening only situations, you may elect to use your headset at your workspace.
- Personalizing your workspace. Personalize your workspace area. It is yours! However, whatever you use to decorate your space should not distract from your professional purposes; either yours or your colleagues.

3. Respect Privacy and Space.

In an open office environment, confidential matters should be discussed in a setting that supports the privacy of that conversation. Every staff member is upheld to the same privacy standards whether communicating at their desk or in a conference room¹.

- Utilize Appropriate Work Spaces. Telephone rooms, focus /conference rooms or flex spaces are available for sensitive, confidential telephone or face-to-face conversations. Once you are in the space, close the door behind you.
- Make a reservation for spaces that require it. Update or cancel your appointment(s) if your meeting shifted or ended earlier than expected.
- Utilize the wearable headsets. Also serves as a signal to your colleagues you are doing focus work or on a call.
- Data Protection. You are responsible for locking your desktop screens, if leaving your desk, even if only for a few minutes. If you step away from your desk, make sure any confidential or HIPAA related matters are covered.
 - Use the shortcut: Click the “Windows” key  and “L” key on your keyboard.

¹ Confidentiality Policy and Agreement, NKC Human Resources Policy, HRP-C613

Northwest Kidney Centers

4. Cleanliness and Scents.

This open space provides an opportunity for each of us, our patients and guests to interact. Here is how we can control clutter, maintain a healthy atmosphere within our shared space and keep it this way:

- Scent Free Zone. Every NKC employee must be mindful of the amount of scent s/he uses prior to coming into work. Flowers will not be allowed in open space office settings.
- Food in your Work Space. Strong smelling foods are discouraged. Eating a meal at your workspace will not be allowed. It will be the expectation that staff use the various common areas around their unit/campus to enjoy their meal(s). This is actually healthier for you².
- Clean Work Space. Keeping your workspace clear and organized will ensure all sensitive and confidential materials are protected. When you are leaving for the day, push in your chair, turn off lights, enable DND, organize any piles, make sure space is visually organized and HIPPA protected.
- Think digitally. Limit your printing, copying and accumulation of paper when digital files and sharing will suffice. Learn and begin using Docuware for your filing³.
- After using common space or a conference room:
 - *Reset & turn off A/V equipment
 - *Wipe off white boards
 - *clear tables
 - *push chairs back into place
 - *dispose of food/drink waste appropriately
- Common areas. These spaces will include the kitchenettes, so clean up after yourself, any dishes or other ware you may borrow needs to be cleaned. Be responsible and remove your items left in the refrigerator.

5. Be Mindful, Aware & Considerate.

There are staff members with hearing deficits and/or other functional challenges which can be an obstacle in any environment. For instance, white noise may make it more difficult for these colleagues to hear, so be aware that communicating via email, messaging or making a brief meeting in their calendar may work best. These avenues will encourage respect of everyone's time and lessen interruptions. This expectation also reinforces the Scent Free Zone expectation and being respectful of what you bring into this shared space, including personal headphones or other materials. You

² *Business Insider*, "Why you Should Never Eat at Your Desk Again," Anne Holub, 2017 <https://www.businessinsider.com/why-you-should-never-eat-at-your-desk-again-2017-4>

³ In KNet there is a brief explanation of Docuware <https://knet.nwkidney.org/Intra/1542729364194> IT will assist in setting this program up for you. It is in your best interest to *only* request Docuware if you are clear on precisely how you want to organize your documents. Please reach out to HELPLINE for further information.

Northwest Kidney Centers

have the ability to lock a drawer and cabinet, so utilize this space to secure your belongings such as your personal headphones.