

## Employee Service Standards

We are dedicated to providing compassionate care in a manner that nurtures the physical, emotional, and spiritual well-being of all those we serve. In order to accomplish this task we expect the following of our staff:

### Caring Attitude

- Greet everyone with a smile – it is contagious
- Be considerate of everyone
- Help residents look and feel their best everyday
- Be nice and kind to everyone
- Maintain the dignity of everyone
- Always dress neat and clean

### Confidentiality and Privacy

- Keep information about residents and co-workers confidential
- Do not gossip
- Maintain resident privacy: pull curtains, close door, knock before entering

### Effective Communication

- Listen to residents, their families and co-workers
- Be courteous and polite to everyone
- Keep resident care areas quiet
- Answer telephones promptly, identify self, and facility

### Safety Awareness

- Know and practice disaster plans
- Respond to call lights promptly
- Report all accidents, incidents, or potential abuse immediately
- Use protective clothing, gear and lifts
- Practice proper body mechanics
- Do your part to establish a safe work environment

### Teamwork

- Treat one another as professionals, showing courtesy, honesty and respect
- Welcome newcomers
- Offer to help fellow employees whenever possible
- Cooperate with one another
- Do not embarrass fellow employees
- Address your concerns with your supervisor, not with other employees, family members or residents
- Arrive at work on time and leave on time.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_