

Every day I will be kind.
Every day I will be patient.
Every day I will take responsibility for my own actions.
Every day I will help my co-workers do the best they can.
Every day I will work for the best possible outcome for all residents.

Values

Compassion
Excellence
Inclusion
Integrity
Collaboration

Independent Living
Assisted Living
Memory Care
Rehabilitation
Skilled Nursing
Adult Day Services



Behavior guidelines.



CHILivingCommunities.org



Compassion

Care with listening, empathy and love.

- Follow up on requests for service, information or other needs.
- After assisting a resident in any way, ask, "Is there anything else I can do for you? I'd be delighted to help."
- Put the resident first.
- Remember your behavior after work has an impact on residents and staff.

Accompany and comfort those in need of healing.

- Anticipate the needs of residents and families.
- Notify members of the spiritual care team when appropriate.

Excellence

Serve with fullest passion, creativity and stewardship.

- Follow company policies and procedures and expect my supervisor to enforce them fairly.
- Use equipment and supplies responsibly.
- Communicate with my supervisor about my professional goals.
- Follow through on instructions from my supervisor.
- Perform to the best of my ability every day.
- After someone thanks you, say, "It was my pleasure."
- Practice appropriate self-care.

Exceed expectations of others and ourselves.

- Remain open to feedback and consider suggestions for improvement.
- Communicate to the appropriate people what they can expect in terms of service, wait times, etc.
- Recognize my professional goals and improvement strategies.
- Identify professional development tools that I can use in the workplace.

Inclusion

Celebrate each person's gifts and voice.

- Listen attentively to and respect the ideas of others.
- Listen respectfully and avoid defensive responses.

Respect the dignity of all.

- Acknowledge each person's presence and introduce myself.
- Respect the culture, spiritual values and personal beliefs of others and not impose my own.
- Make eye contact and smile as you approach anyone; greet them as you draw near.
- Learn people's names and use them often as a sign of respect.

Integrity

Inspire trust through honesty.

- Only use company computers, fax machines and telephones for professional business.
- Only during my break times, conduct personal communication.
- Discuss private matters in a private place.
- Maintain appropriate relationships with my co-workers.
- Answer questions fully or seek an answer for them.

Demonstrate courage in the face of inequity.

- Do not gossip or tolerate gossip by listening to it.
- Report and/or correct safety hazards.
- Support the community justice outreach programs sponsored by the facility.

Collaboration

Commit to the power of working together.

- Be willing to learn from others and serve as a role model.
- Anticipate the workplace needs of other employees.
- Seek to understand the department goals that are affected by my performance.
- Provide my co-workers with information they need in order to provide consistent quality of service.
- Honestly discuss work-related issues with my supervisor.

Build and nurture meaningful relationships.

- Present my ideas or observations respectfully.
- Communicate with my peers in an open, appropriate and timely manner and celebrate teamwork.
- After assisting a co-worker ask, "What else can I do to help?"
- Introduce the resident and family to new employees who will be working with them.

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