



*Home is here.<sup>SM</sup>*

# Behavior Guidelines



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



*Home is here.<sup>SM</sup>*

**[homeishere.org](http://homeishere.org)**

*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*

## 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.

