Caring for Each Other
1. Welcome and mentor new associates.
2. Establish and maintain positive relationships with all team members.
3. Treat everyone with dignity and respect.
4. Address problems promptly and privately.
5. Practice the “3 C’s”: caring, committing, and collaborating. Avoid the “3 B’s: bickering, backbiting, and blaming.
6. Look for opportunities to support, recognize, and praise others. Celebrate teamwork.

Caring for Our Patients and their Families
1. Care for patients the way I would like my loved ones to be cared for.
2. Practice the five fundamentals of service using AIDET: Acknowledge, Introduce, Duration, Explanation, and Thank.
3. Call lights are No Pass Zones. Always go into the room and ask the patient “How may I help you?”
4. Escort visitors to their destination, rather than giving directions, whenever possible.
5. Always ACT on complaints: Apologize, Correct, and Thank. Never pass on a complaint to someone else without following up to make sure it was resolved.

Communicating with a Positive Attitude
1. Seek first to understand, then to be understood. Avoid interrupting.
2. Project an “I can help you” attitude. Never imply that the patient/customer is an imposition.
3. Be flexible and open to change.
4. Check in when swiping in, by leaving personal challenges at home.

Growing Professionally
1. Adhere to dress standards and view my appearance through the customer’s eyes.
2. Keep my commitments: Under-promise and over-deliver.
3. Provide updates on unexpected delays.
4. Participate in professional development and follow best practices.
5. Protect patient privacy and confidentiality.

Maintaining a Safe and Clean Environment
1. Put safety first and report unsafe equipment or conditions.
2. Care for myself physically, mentally, emotionally and spiritually (i.e. taking breaks, walking outside, praying or meditating).
3. Scan the patient’s room to make sure it is neat and clean before leaving.
4. Pick up and dispose of any litter found throughout the facility or grounds.