

## Ownership/Accountability

I am Michaud Memorial Manor. I will take pride in Michaud Memorial Manor as if I own it and support its mission and vision. Therefore, along with my co-workers, I will.....

- Represent Michaud Memorial Manor and Vermont Catholic Charities positively in the workplace and in the community.
- Accept responsibility for my actions.
- Address concerns with the appropriate party and report suspected violations of the *Standards of Behavior*.
- Take responsibility to keep myself informed of departmental and organizational news by attending staff meetings, reading meeting minutes and other forms of communication on a regular basis.
- Help others abide by the *Standards of Behavior*.



## STANDARDS OF BEHAVIOR

### Michaud Memorial Manor

47 Herrick Road  
Derby Line, Vermont 05830  
(802) 873-3152

“Reaching out from the  
heart to those in need”

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## Delivery of Care

I am Michaud Memorial Manor. I will show each and every resident the care and respect needed to make his or her experience an excellent one. Therefore, along with my co-workers, I will...

- Anticipate my residents’ needs, deliver the service that each expects, and offer services promptly
- Respond to residents’ needs. If I am unable to meet a resident’s need myself, I will communicate this to the appropriate caregiver and inform the resident and the next caregiver of the actions I have taken.
- Take time to explain information to residents and families and use words they understand.
- Strive to provide prompt service by answering a resident’s call in a timely fashion.
- Offer further assistance prior to leaving a resident’s room by asking, “Is there anything else I can do for you?”
- Be mindful of noise levels and promote an environment conducive to peace and quiet. For example, I will speak quietly to co-workers rather than calling down the hallway to them, and I will speak quietly outside a resident’s room.
- Allow the residents and visitors the right of way when entering and exiting the elevator.
- Escort “lost” residents, families and visitors to their destination instead of pointing the way.

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## Service Recovery

I am Michaud Memorial Manor. I will practice service recovery, an action taken when less than excellent service has been provided. Therefore, along with my co-workers, I will....

- Work as a team member to address resident issues or concerns.
- Apologize to residents, families, and visitors when their expectations are not met by using the following service recovery strategy:
  - H:** Hear them out
  - E:** Empathize
  - A:** Apologize, “I am sorry that you are upset. What can I do right now to make things better?”
  - L:** Leap into action to solve the problem.
- Offer alternatives if a request is not reasonable or possible to meet.

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## Integrity

I am Michaud Memorial Manor. I will demonstrate integrity by adhering to moral and ethical principles and encourage this behavior in others. Therefore, along with my co-workers, I will.....

- Set a good example and be a good representative of Michaud Memorial Manor and Vermont Catholic Charities.
- Adhere to and abide by the Michaud Memorial Manor *Standards of Behavior*.
- Be honest in my communications and actions, expect honesty in return and remain open-minded.
- Follow through with promises and commitments.

## Communication

I am Michaud Memorial Manor. I will listen attentively to residents, families, visitors and co-workers in order to fully understand the needs of others. Therefore, along with my co-workers, I will.....

- Speak in a positive and respectful manner.
- Answer the telephone with a “smile” in my voice, identify myself, minimize hold time and thank the caller for holding if necessary.
- Communicate information to others who need to know.
- Anticipate and resolve conflicts in a positive and constructive manner.
- Respond to messages in a timely manner.
- Give and accept feedback to enhance team relations.
- Be mindful of body language and tone of voice.

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## Attitude

I am Michaud Memorial Manor. I am here to serve our residents, families, visitors, and co-workers with the utmost courtesy and respect. Therefore, along with my co-workers, I will.....

- Acknowledge and greet others in a friendly manner, with a smile and a positive attitude.
- Work cooperatively and effectively to raise the level of service to the resident.
- Treat co-workers as professionals deserving courtesy, honesty and respect.
- Embrace change and be open to new ideas.
- Demonstrate effective team building skills by acting for the good of the team.
- Offer assistance even if it is not my job.
- Speak positively about others and praise whenever possible.
- Actively seek to develop skills related to my position and encourage others to learn and develop their skills.

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“Reaching out from the heart to those in need”

## Appearance

I am Michaud Memorial Manor. I will strive to create a positive environment through my personal appearance and the appearance of Michaud Memorial Manor. Therefore, along with my co-workers, I will.....

### Personal Appearance

- Adhere to the dress code policy.
- Dress in a professional manner, wearing clothing that is neat, clean and fits appropriately.
- Practice good personal hygiene.
- Wear my identification badge above the waist, with my name visible whenever representing Michaud Memorial Manor.

### Organization Appearance

- Keep work areas clean and free of clutter.
- Return equipment to the proper place.
- Pick up and dispose of litter properly.

## Health / Safety

I am Michaud Memorial Manor. I will value the health and safety of residents, families, visitors and co-workers. Therefore, along with my co-workers, I will.....

- Ensure all equipment is in good working condition and use it appropriately.
- Ask for help with something I do not understand and not take unnecessary risks.
- Remove or report potential risks.
- Participate in training in safe work practices to reduce hazards to the health and safety of myself and others.
- Adhere to proper infection control/hygiene instructions and techniques.
- Promptly report any adverse incidents involving myself, a resident, co-worker, or visitor.
- Contribute to the safety and security of the work environment by refraining from reporting to work impaired by, or in possession of, drugs or alcohol.

## Privacy/Confidentiality

I am Michaud Memorial Manor. I will strive to protect every resident’s privacy as if it were my own. Therefore, along with my co-workers, I will.....

- Follow Vermont Catholic Charities, Inc. policies regarding HIPAA and confidentiality.
- Maintain confidentiality and use discretion when discussing resident, co-worker or organizational information.
- Respect and protect a resident’s right to privacy.