

## Ownership/Accountability

I am St. Joseph's Residential Care Home. I will take pride in St. Joseph's Residential Care Home as if I own it and support its mission and vision. Therefore, along with my co-workers, I will.....

- Represent St. Joseph's Residential Care Home 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

### St. Joseph's Residential Care Home

243 North Prospect Street  
Burlington, Vermont 05401  
(802) 864-0264

“Reaching out from the  
heart to those in need”

“Reaching out from the heart to those in need”

## Delivery of Care

I am St. Joseph’s Residential Care Home. 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.

“Reaching out from the heart to those in need”

## Service Recovery

I am St. Joseph’s Residential Care Home. 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.

“Reaching out from the heart to those in need”

## Integrity

I am St. Joseph’s Residential Care Home. 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 St. Joseph’s Residential Care Home and Vermont Catholic Charities.
- Adhere to and abide by the St. Joseph’s Residential Care Home *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 St. Joseph’s Residential Care Home. 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.

“Reaching out from the heart to those in need”

## Attitude

I am St. Joseph’s Residential Care Home. 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.

“Reaching out from the heart to those in need”

“Reaching out from the heart to those in need”

## Appearance

I am St. Joseph’s Residential Care Home. I will strive to create a positive environment through my personal appearance and the appearance of St. Joseph’s Residential Care Home. 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 St. Joseph’s Residential Care Home.

### 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 St. Joseph’s Residential Care Home. 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 St. Joseph’s Residential Care Home . 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.