



## STANDARDS OF BEHAVIOR

As Dobie Road is dedicated to improving lives for residents, employees, and community partners, I will provide the best experience I can by following these Standards of Behavior.

<b>CARE and COMPASSION</b> I will:	Check	<b>RESPECT</b> I will:	Check
• Show concern, empathy, and compassion in every interaction		• Ask for permission before entering residents' room or (interrupting) a team member's workspace	
• Be part of positive solutions		• Provide support to team members by being punctual and ready to work	
• Remain calm and always respectful		• Begin and end on time for meetings and provide a timed agenda when appropriate	
• Always act in the best interest of the residents		• Be receptive to constructive feedback and change any necessary behaviors	
		• Dress professionally and in appropriate dress code	
		• Speak and reflect positively of Dobie Road, residents, and coworkers	
<b>COMMUNICATION</b> I will:			
• Acknowledge others and greet with a smile		• Be accountable and follow through on what I say I am going to do	
• Introduce myself by name and role		• Actively participate in achieving individual, department, and organizational goals	
• Explain duration of your time with them (under promise, overdeliver)		• Be flexible & embrace change; respect others cultural, religious, and social backgrounds	
• Explanation of services and results			
• Thank them for opportunity to work with them, care for them		<b>SAFETY &amp; QUALITY</b> I will:	
• Communicate in caring manner and at eye level		• Identify safety concerns, immediately report, and assist to resolve them	
• Provide feedback that builds confidence and is encouraging		• Maintain a clean and safe environment by following infection control policies, including hand hygiene	
• Assume good intentions of others		• Participate in quality and continuous improvement initiatives and practices	
• Adhere to professional phone and electronic etiquette			

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Department: \_\_\_\_\_