



The following standards of behavior are expected of all Blessing employees and volunteers. If you observe behavior that does not comply with these standards, please notify the Volunteer Services staff.

I Initiative:

- I will continue to learn and seek knowledge to enhance my skills and ability to serve.
- I will continually evaluate the way we work and make suggestions for improvement whenever possible.
- I will embrace and act on change when performing my day-to-day work.

C Communication:

- I will introduce myself to customers and explain my role in the organization.
- I will find answers to questions posed to me.
- I will work directly with the Volunteer Services staff to resolve issues and find solutions.
- I recognize I am the positive voice of the Blessing Health System in the community.

A Accountability:

- I will put the needs and desires of the customer first and approach every situation with an "I can" attitude.
- I will work to ensure a clean and safe environment for everyone.
- I will answer the phone in a professional manner by identifying who I am and my location.
- I will follow through in a timely manner on commitments and requests, or seek assistance.
- I will be responsible for the privacy of others, by keeping care and information confidential.

R Respect:

- I will embrace the diversity of background, gender, ideas and other differences people bring to my team and daily work efforts.
- I will not discuss internal issues in front of patients, their families, or the public.
- I will be considerate by regulating the volume and content of my conversations and will not engage in or listen to negativity or gossip.
- I will make eye contact, smile, and greet everyone I meet, offering help to those who appear to need assistance.
- I will give customers priority in hallways, elevators, and parking areas.
- I will be respectful of the feelings, privacy, property, dignity, and rights of all customers.

E Exceed Expectations:

- I will anticipate needs and look for ways to exceed customer expectations.
- I will give 100% of my attention when interacting with customers.
- I will provide extra comfort and reassurance to my customers.

I have read and have received a copy of the ICARE Standards of Behavior. I understand that it is the expectation that I will uphold these standards at all times, and that I will hold others accountable to these standards.

Volunteer Signature

Date

Approved 3/13/2008