



# STANDARDS OF PERFORMANCE

The greatest asset of the Circle Home, Inc. is our workforce. Our workforce consists of employees and volunteers. As such, it is important for us to share common expectations and standards related to how we perform our work and represent the organization. The standards of performance as identified below are critical to our success as they impact the ability of the organization to fulfill our mission, recognize our vision and live our values. It is only through our collaborative, consistent efforts that we will excel as an organization and be recognized as a leader in the homecare and hospice industry.

## **Compassion/Appreciation/Communication/Respect**

*I participate in creating and maintaining a culture that treats all people compassionately and makes people feel appreciated, part of the team/organization and valued.*

### **As an employee or volunteer of the Agency:**

- I interact with all people in a caring manner by demonstrating empathy, respect, openness to diversity, differing opinions, and actively listening during conversations.
- I recognize that communication may be verbal and non-verbal and am cognizant of how I communicate with others ensuring my tone, the words I use, my eye contact and body language are consistent with promoting a positive interaction and mutual understanding.
- I utilize existing communication mechanisms and attend meetings to stay informed regarding the organization.
- I acknowledge and appreciate others strengths, contributions, and positive outcomes of people's work by saying thank you and acknowledging their work to others.

### **In addition as a member of the leadership team:**

- I acknowledge staff's accomplishments.
- I provide constructive feedback in a sensitive manner.
- I provide support for other leaders and employees by communicating privately and directly with the individual when differences occur.
- I am non-judgmental, flexible, and responsive.
- I consider the impact of my decisions on the individuals, the team, organization, and mission.
- I hold regular staff meetings and keep my team aware of key departmental and organizational goals, changes and updates.

## **Accountability/Timeliness**

*I am accountable and responsible for the actions and choices I make in my work. I am responsible for managing my time efficiently and effectively so I can meet the needs of my customers and the organization.*

### **As an employee or volunteer of the Agency:**

- I take responsibility for my work recognizing my impact on the organization, patients and our outcomes.
- I acknowledge and learn from my mistakes.
- I keep my commitments, (I do what I said I would do.) I notify others in advance if I foresee an issue with keeping my commitments.
- I am respectful of other people's time.
- I am willing to ask for and accept help when needed.
- I communicate in a timely manner responding to email/voice mail within one business day, notifying others in advance regarding attendance at meetings, communicating with patients regarding planned visits, and returning patient/health care provider calls the same day.

### **In addition, as member of the leadership team:**

- I assume accountability for ensuring organizational standards are met.
- I clarify expectations, offer positive reinforcement, and identify opportunities for individual/organizational improvement.
- I am consistent and fair in setting expectations and standards.

## **Commitment and Excellence**

*I recognize that my commitment to the organization is essential in order for our organization to successfully carry out our mission, achieve our goals and attain our quest for excellence.*

### **As an employee or volunteer of the Agency:**

- I am open to identifying and incorporating processes both collectively and individually that will advance our efforts toward improved outcomes.
- I strive to continually improve my competency and share my expertise/knowledge with others.
- I am willing to be flexible so as to accommodate the needs of my customers.
- I provide the highest quality of care by incorporating evidence based practices into my work, ensuring patients' and organizational needs are addressed, and ensuring documentation is complete and accessible to others in the agency for provision of care.

### **In addition, as member of the leadership team:**

- I encourage and support staff development, serve as a mentor to staff and assume responsibility for coaching and further development of personnel.
- I communicate with honesty, openness, and passion for our work.
- I identify opportunities for continuous improvement and embrace and promote a culture that supports excellence.
- I support employee empowerment by actively listening, moving activities forward, and by leading and ensuring follow-through.

## **Presentation/Attitude**

*I help create and maintain a positive, clean, safe work environment. I project a genuine, friendly and positive attitude in all that I do.*

### **As an employee or volunteer of the Agency:**

- I positively reflect the agency by being well groomed; exhibiting a positive outlook and attitude, establishing culturally appropriate eye contact with those I am communicating with and smiling.
- I treat staff, patients, customers, and members of the community with courtesy and respect by presenting myself in a calm, unhurried manner. I attend to their needs.

### **In addition, as member of the leadership team:**

- I acknowledge issues and conflict with honesty and a willingness to use my energy and position to neutralize negativity, address concerns and work toward positive outcomes.
- I inspire staff by projecting competency as well as hopefulness.
- I lead by example, modeling behavioral expectations.

## **Safety**

*I am responsible for maintaining a safe and secure environment.*

### **As an employee or volunteer of the Agency:**

- I wear my ID badge at all times.
- I identify safety concerns in the work place and am proactive in addressing and communicating unsafe situations.
- I treat others in a non-intimidating, non-coercive manner.
- I assess the safety of patient's home environment while remaining sensitive and respectful of the patients view related to the safety of their homes.

### **In addition, as member of the leadership team:**

- I take safety concerns seriously and work to ensure a safe work environment.
- I ensure a harassment free work environment.

## **Privacy/Confidentiality**

*I respect the privacy of my patients, colleagues, customers, and the organization.*

### **As an employee or volunteer of the Agency:**

- I respect the confidentiality of patients, families, colleagues, staff members and the organization.
- I create and maintain a secure and trusting environment.
- I only access information that I need to do my job.

### **In addition, as member of the leadership team:**

- I respect my employees' privacy by keeping individual conversations private.
- I ensure privacy and confidentiality is maintained.

## **Teamwork**

*I value the diverse strengths of those on my work team as well as those in other departments and work collaboratively with others.*

### **As an employee or volunteer of the Agency:**

- I understand the impact my work has in meeting the needs of other people/departments.
- I share a common vision that works to break down silos in favor of a team and cross departmental approach.
- I understand, acknowledge, and respect differing approaches to meet desired outcomes.

### **In addition, as member of the leadership team:**

- I foster and nurture the work of the team by being solution focused versus blame focused.
- I am aware of different learning styles.
- I ensure decisions are made that take into consideration the impact of my team or departments decisions on other areas within the organization and external to the organization.
- I facilitate collaboration among members of the team and interdepartmentally.
- I demonstrate equal respect and value for the members of the team and identify ways to utilize their unique strengths.