

Hospice of Santa Cruz County Behavior Standards

Commitment to Our Mission: Hospice of Santa Cruz County provides compassionate presence and professional expertise for individuals and their families confronted with end-of-life and ensuing loss. Essential to this mission are the core values of dignity, comfort and self-determination.

Commitment to Those We Serve: As trusted stewards of our community's end-of-life resources, we are committed to outcomes that ensure quality, efficiency and compassionate presence.

- I will ensure that in-person conversations with patient/family, volunteer staff, etc., are held in private settings to maintain HIPAA requirements of confidentiality.
- I will use a quiet, respectful voice in common areas. In cases of special needs patients (e.g. Hard of Hearing), a private room will be sought if possible.
- I will follow guidelines for proper use of terms and approach between employees and employees-to-patient. I will avoid condescending overtones and language, and speak from a place of respect.
- I will collaborate with patients/clients/caregivers at the beginning of an interaction to identify and relay the purpose of the interaction.
- I will commit to providing quality services and will establish and reassess goals and expectations with the intention of meeting these goals and expectations.
- I will take action when I recognize that the patient/client/caregiver's expectations have not been met.
- I will commit to following agency standards for efficient and effective use of time
- If I can't answer a question, I'll find someone who can, in order to close the loop.

Commitment to Our Agency: I will do my part to foster a workplace environment of respect, kindness and accountability, and will be aware of my actions and how they impact those around me. I will be accountable for following Agency policies, business practices and regulatory Standards of Conduct.

Continuous Improvement Conduct: I will take responsibility for my own success and failures. I will celebrate progress and success and embrace failures as opportunities for improvement.

- I will speak the truth in an appropriate and respectful manner.
- I will contribute personally to the process of change and improvement.
- I will bring forward ideas and feedback and receive those brought forth by others.
- I will bring forward negative problems or complaints in a positive and solution-oriented way.
- I will voice constructive criticism respectfully and in an appropriate setting.
- If approached by a fellow staff-member about adhering to Hospice guidelines I will be gracious, keep an open mind, and commit to gaining understanding and if necessary, making personal improvement(s).

Office Environment Conduct:

- I will be conscientious about protecting documents of a confidential nature.

- I will be active in keeping common areas clean, including copy rooms, kitchens and restrooms; and will prepare food and discard food trash to avoid lingering odors that impact others.
- I will maintain awareness of my surroundings when holding confidential or personal discussions and speak at a volume that does not disrupt others.
- I will listen to voicemail and phone calls on my hand or headset, not on speaker.
- I will keep my cell phone on vibrate or low volume in the work environment.
- After hours, I will be cognizant of others who may be working, and will follow the appropriate sweep and building alarm process.
- I will remember that my conduct and dress in the office and all work related environments is a reflection of our Agency and I will dress in a respectful and professional manner
- To facilitate communication, I will wear my name tag when on the premises, visiting with clients and at community events where appropriate.
- At the end of each day, out of respect for my co-workers, and with awareness that we all have a shared work space, I will make an attempt to keep my work area orderly and neat.

Co-worker Relations Conduct:

- I will speak with respect and use appropriate language when communicating with my fellow staff members.
- To keep us all united as one team, I will avoid making divisive statements and generalizations that use “we/they” characterizations. Divisive examples include: “*We* have the right way to do something and *they* don’t”, or “*They* want us to do it this way.” I will show ownership and buy-in by embracing a team style---“This is the way *we* need to do.”
- My language, written or spoken, will be free from negative/harassing/unlawful reference to gender, nationality, marital status, disability, sexual preference, political or religious belief, or age. I will avoid assumptive generalizations and will not speak in a derogatory or biased manner.
- To better assist all of us with accomplishing our duties, I will arrive to work and to meetings on time and fully prepared.
- To respect the time and workload of my co-workers, I will send “Everybody” email, voicemail and mailbox messages that are work-related and relevant to everybody in the agency and will refrain from sending SPAM or advertising through these channels.
- When I am out of the office, I’ll leave my time off plans, return date and coverage on my outgoing voicemail and automatic email response per department and agency protocol.

Client/Community Relations Conduct:

- My language, written or spoken, will be free from negative/harassing/unlawful reference to gender, nationality, marital status, disability, sexual preference, political or religious belief, or age. I will avoid assumptive generalizations and will not speak in a derogatory or biased manner.
- While on agency business, I will remember that my conduct and dress outside of the office is a reflection of our Agency. I will conduct myself appropriately and according to these Standards any time I’m representing the Agency.

Non-work items Conduct:

- I will take personal calls in a private location.
- In order to welcome visitors and accommodate shifting schedules of field staff, I will be considerate when parking my vehicle and adhere to parking restrictions.
- Personal advertising: I will be conscientious that not everyone shares my same passions and beliefs, and will not force items for sale, or information, on anyone.

Commitment to Our Resources and Environment: I value our resources and environment and will make efforts to reduce, reuse, and recycle waste wherever and whenever I can.

- I will be conscientious while using water, and turn lights off when not in use.
- I will utilize recycling bins appropriately when disposing of trash.
- I will be careful to take only those supplies that I need and will think about the most cost-efficient way of utilizing our resources.

Commitment to Safety: For the safety of myself and co-workers, I will familiarize myself with HSCC's Emergency Plan – fire extinguishers, plan for leaving the building, earthquake guidance, phone tree, etc. and take standard precautions.