

Behavior Standards

As members of York General Health Care Services, we understand that we are a reflection of the entire organization and pledge to uphold the Behavior Standards as outlined below.

Attitude

- I will treat everyone with empathy, honesty, compassion, courtesy, and sincerity.
- I will take pride in myself and my work, by being attentive and focused in all interactions.
- I will strive to provide timely, prompt service and apologize for delays.
- I will come to work with a smile and an optimistic mind knowing my attitude is contagious.
- I will treat colleagues with dignity and respect.
- I will value and respect differences in backgrounds and experiences.
- I will exude an attitude of gratitude and graciousness regardless of position; I will thank those with whom I interact; I will learn to accept kind words.

Teamwork

- I will achieve balance between presenting my own solutions to problems and accepting the ideas of others.
- I will maintain my focus on caring for our residents, patients, and clients.
- I will resolve conflict and set aside differences.
- I will demonstrate a positive attitude and give positive feedback especially when coaching fellow employees on performance issues.
- I will make a conscious effort as a team member to work positively with everyone at all levels within York General Health Care Services.
- I will respect other staff within and across departments, being flexible and positive in my actions and behaviors.

Ownership

- We take pride in our workplace and accept responsibility for the work that we do.
- We take an active role in using resources effectively, efficiently, and responsibly.
- We strive to be part of the solution even when that might involve confronting coworkers about their behavior.

Integrity

- I will take responsibility for my actions and be truthful.
- I will respect all those we serve as individuals.
- I will consider my conscience when making decisions and do the right thing at the right time.
- I will handle all confidential information appropriately.

Appearance

- I will dress according to written policies, take pride in my appearance, and wear my name tag visibly at all times.
- I will keep my personal work area neat, organized, and return equipment to its proper place.
- I will keep personal pictures or awards in appropriate areas.

Communication

- I will communicate professionally at all times whether face-to-face conversation, phone, written, or electronic messaging.
- I will listen attentively, be aware of distractions and attempt to avoid them while communicating.
- I will prepare for, anticipate, and understand the needs of all those with whom I interact.
- I will respond appropriately in a timely, friendly, and empathetic manner.
- I will be aware of the messages communicated by non-verbal language, such as tone of voice, posture, and eye contact.

Applicant Name

Date

Applicant Signature