



STANDARDS OF BEHAVIOR

A set of standards of behavior have been developed by the employees of Spanish Peaks Regional Health Center to establish specific behaviors that all employees are expected to practice while on duty. Spanish Peaks Regional Health Center expects that employees will adhere to and practice the standards of behavior below.

Professionalism:

- I will consistently perform at my best and be proud of what I do.
- I will deliver exceptional customer service.
- I will be on time - for work, meetings, completing my work, etc.
- I will comply with the SPRHC dress code including personal hygiene and appropriate attire.
- I will play by the rules.
- I will hold confidential information confidential.

Courtesy:

- I will greet others with a smile.
- I will communicate with my team regarding the work process, breaks, and lunch times.
- I will respect break and lunch times.
- I will welcome new employees to the Facility.

Accountability:

- I will focus on getting my work completed.
- I will take initiative; I won't wait to be told what to do.
- I will accept constructive criticism.
- I will ask for help when I need it.
- I will follow organizational policies.

Attitude:

- I will give cheerful friendly service.
- I will offer assistance to coworkers and visitors.
- I will give praise to others.

Respect:

- I will incorporate "thank you" and "please" in to my daily routine.
- I will be aware of my body language.
- I will be a good listener.
- I will promote open and honest communication.

I have read and understand the Standards of Behavior and I agree to comply with and practice the standards outlined above.

Signature of Applicant Date