

A Portrait of a Villa Employee Standards of Excellence

Spirit of Unity / Teamwork

As a Villa employee, I...

- am willing to assist any co-worker when needed
- am loyal and supportive to co-workers
- offer assistance to orient / include new employees
- am flexible in response to a change in work assignment
- participate in team meetings
- am inclusive and value the contributions of all
- include those who will be affected by a decision in the decision making process itself

Spirit of Hospitality / Relationship Building

As a Villa employee, I...

- greet each person I meet
- welcome new residents, families, and co-workers and introduce myself
- am courteous and friendly
- recognize and celebrate the diverse gifts in others
- build positive relationships throughout the Villa Community

Responsibility / Stewardship / Sense of Ownership

As a Villa employee, I...

- believe that I am responsible for the Villa's reputation
- understand and perform the responsibilities of my job
- report all concerns involving the health, safety, and well being of residents and co-workers
- attend and participate in inservices
- am open and willing to learn new ideas / approaches to my job

Respect

As a Villa employee, I...

- recognize the dignity and value of each person
- strive to appreciate, embrace and celebrate the rich diversity of persons in our Villa community
- speak to others in a kind manner
- speak positively about residents and co-workers who are different from myself
- am honest and courteous in interactions with others
- respond to direction with emotional control; give direction with emotional control
- maintain privacy and confidentiality in personal matters
- always knock on the door before entering a room
- treat the property of others carefully and responsibly

Communication

As a Villa employee, I...

- listen attentively to others and respond respectfully
- share important information with co-workers and with residents and families as appropriate
- address concerns with the appropriate persons in a timely manner and am willing to work together to resolve the concerns

Compassionate Care / Service

As a Villa employee, I...

- answer all residents' call bells for assistance in a timely manner
- avoid saying: "It is not my job." When unable to meet a request, I am responsible for finding someone who can meet the request
- show respect and kindness to a resident's family members
- give residents and families priority by stopping what I am doing in order to listen and respond to their needs
- always ask: "Is there anything else I can do for you?" before leaving a resident's room
- take time to talk to residents and families
- give timely feedback to persons who express concerns
- foster a healing environment within the Villa community