

Dear Fellow Employee,

Welcome to Jefferson Community Health Center, and thank you for joining our team!

We have a strong mission of providing excellence in health care and promoting lifelong wellness in the communities we serve. We wish to be the first choice for health care. Being a state leader in customer service sets us apart from other health care organizations as we constantly strive to be the very best we can be.

As employees of Jefferson Community Health Center, we have a wonderful opportunity to practice excellence in customer service. We take pride in meeting and surpassing the expectations of patients, families, physicians, volunteers and each other all of the time. This means that we support and treat each other with a high level of respect, dignity and service.

With this in mind, we have developed customer service standards to guide our staff in achieving and maintaining service excellence. We are a state leader and we take great pride in the wonderful care and service at Jefferson Community Health Center.

Together, we will aim to be the very best we can be. We look forward to the opportunities and challenges ahead as we work together to achieve our mission.

Sincerely,

The Customer Service Standards of Excellence Committee

*“We can’t win the struggle for high standards if we just talk a good game....we’ve got to play a good game.”*

*- Price Pritchett, Ph.D.*

# Jefferson Community Health Center

**Vision:** JCHC is committed to being a leading example of excellence in rural health care needs.

**Mission:** JCHC is devoted to providing appropriate quality health services in a caring environment.

## CORE VALUES

### IMPASSIONED

Each employee has an integral role and responsibility in the success and positive promotion of JCHC and in making every customer contact a positive “moment of truth.”

### COMMITTED

Each employee will be committed to constructively identifying and finding solutions to problems.

### ACCOUNTABLE

Each employee will support a “no blame” organizational culture for patient safety, while maintaining strong individual accountability for the safe performance of his or her work.

### RESPONSIBLE

Each employee is responsible to know what his or her job requirements are and to perform them according to expected professional standards. He or she is responsible to fulfill his/her job duties right the first time to prevent rework.

### EMPOWERED

Each employee’s daily performance demonstrates his/her commitment to excellence. He or she will meet customer’s unique needs with concern, courtesy and cooperation. Each employee will respond promptly and cheerfully to assist in meeting customer’s requests no matter what his or her job description.

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## **SUMMARY REVIEW—CUSTOMER SERVICE STANDARDS OF EXCELLENCE**

### **Attitude:** Customers Are Our Reason For Being At JCHC

- *Courteous, Warm, Friendly and Professional*
- *Everyone is “The Most Important Person”*
- *Rudeness is Never Acceptable*
- *Exceed Expectations*
- *Response Will Be Timely and Service Provided Promptly*
- *Privacy and Confidentiality Will Be Maintained*
- *We Own and Take Great Pride In What We Do*

### **Appearance:** Our Personal Appearance Reflects Upon The Entire JCHC Family

- *Review Dress Code Policy*
- *Grooming/Dress Mirror Our Respect For The People We Serve*
- *Identification Badges Visible At All Times While On Duty*
- *Personal Hygiene*

#### **Facility Appearance is Everyone’s Responsibility**

- *Pick Up Litter*
- *All Public and Private Areas Are Tidy*
- *Report Spills-Take Safety Precautions*
- *Contact Environmental Service As Appropriate*

### **Commitment To Co-Workers:** We Are Linked To One Another By A Common Mission

- *Our Co-Workers Are Our Teammates*
- *We Treat Each Other With Respect, Cooperation and Dignity*
- *Treat Every Co-Worker as a Professional*
- *Recognize That We Each Have An Area Of Expertise*

### **Communication:** Communicate Effectively and Use the Five Essentials of Each Encounter

- *Acknowledgement, Introduction, Time Expectation, Explanation and Thank You*
- *Careful Listening*
- *Smile and Make Eye Contact*
- *Attention To Verbal and Nonverbal Messages*
- *Utilize An Interpreter for non-English Speaking Customers*
- *Deliver Messages With Courtesy, Clarity, and Care*
- *Reply/Respond In A Timely Manner*
- *Call Lights Are A Call To Action*
- *Recover (Apologize, Correct, Take Action); Review Service Recovery Policy*

Key Words: “I Understand”, “Thank You”, “You’re Welcome”, “I Don’t Know, But I Will Find Out”, “May I Help You?”, “Is There Anything Else I Can Do For You? I Have The Time.”

#### Giving Directions:

- *Observe Customers and Visitors To See If They Need Assistance*
- *Introduce Yourself and Offer Help*
- *Assist By Taking Them To Their Destination*
- *If You Cannot Assist, Find Someone Who Can*

Telephone Etiquette: Every Communication Is An Opportunity For Excellence

- Strive To Answer Calls Within 3 Rings
- Identify Yourself and Your Department
- Use Key Words
- When Transferring A Call, First Provide The Caller With The Correct Number
- Do Not Transfer To Voice Mail Without Giving The Option Of Calling Back
- Ask For Permission Before Putting On Hold
- Acknowledge Callers On Hold Periodically
- Short, Concise Voice Mail Messages That Are Welcoming and Cheerful i.e. "Hi, this is the voice mail of \_\_\_\_\_. Please leave a message and let me know how I may help you. I will return your call as soon as possible."

Email Etiquette:

- Professional and Careful About Tone and Humor
- Sensitive Communications Are Better Face To Face, Not By Email
- Do Not Use All Upper Case Letters
- Use For Hospital Related Business

Hallway Etiquette:

- Opportunity To Introduce and Inquire
- Opportunity To Assist
- Customers Are Always First
- Acknowledge and Smile

**Patient Confidentiality: The Right Thing To Do, and A Legal Mandate**

- Follow all HIPAA Rules and Policies
- Do Not Discuss Patient Information In Public Areas
- Assure Confidentiality During Telephone Conversations
- Patient Records Are Confidential and Must Be Secured
- Only the Public Relations Director, the CEO or the Center Wing Charge Nurse Are Authorized To Release Patient Information to the Media
- Do Not Share Confidential Patient Information With Friends or Community Members

**Privacy/Modesty: Create A Secure And Trusting Environment**

- Always Knock Before Entering A Room
- Ask Permission As Appropriate, i.e., Before Removing Blankets/Garments
- Provide Robe, Gown, Sheets, Blankets and Foot Covers For Privacy/Modesty, Comfort and Dignity
- Close Curtains and Doors During Exams/Procedures

**Safety: Safety Is The Responsibility Of All Employees**

- Report Accidents Promptly
- If You See A Hazard, Correct and Report It
- Review Safety Policies and MSDS Information
- Practice Safety At All Times

**Corrective Action Policy**

# ***STANDARD ONE***

## **ATTITUDE**

At Jefferson Community Health Center (JCHC) we believe customers are our reason for being here. We are committed to providing the highest quality of service in meeting our customer's needs with the utmost care, compassion, integrity, respect and excellence. This commitment will be reflected in our daily behavior. Our values come from the *heart*.

*“Everyone thinks of changing the world,  
but no one thinks of changing himself.”*

*-Leo Tolstoy*

We will treat everyone as if he or she is the most important person in our facility.

We will be courteous, warm, friendly and professional.

Rudeness is never acceptable either in person, over the phone, or in written communication. We will apologize for problems or inconveniences.

We wish to exceed expectations. Our response will be timely and service will be provided promptly.

We are grateful for the opportunity to provide care and services.

We will maintain privacy and confidentiality.

We take ownership and great pride in what we do.

*“Every company’s greatest assets are it’s customers,  
because without customers there is no company.”*

*-Michael LeBoeuf*

## **SENSE OF OWERNSHIP**

Every JCHC employee must feel a sense of ownership toward his or her job, taking pride in what we do, feeling responsible for the outcome of our effort, and recognizing our work as a reflection of ourselves.

Take pride in the organization as if you own it.

Live the values of the organization and conduct yourself in a professional manner.

Know and understand the responsibilities of your job. Be accountable and pay attention to detail.

Adhere to organizational and departmental policies.

Focus on customer’s needs and meet them as soon as possible.

Keep your work area and surrounding environment safe and clean.

Look beyond your assigned tasks. Your responsibility does not end where your co-worker’s responsibilities begin. In most situations, responsibilities merge and blend.

Do not say, “It’s not my job.” Be a team player. When it is appropriate for you to perform a service, do so. If you are unable to meet a request, be responsible for finding someone who can.

Strive to do your job correctly. Perform your work in a timely manner.

Complete all tasks. If interrupted, return to the job as soon as possible.

If you are unable to complete the task, find someone who can.

*“The best preparation for tomorrow is to  
do today’s work superbly well.”*

*-Sir William Osler*

# **APPEARANCE**

Our appearance reflects upon the entire JCHC family. Therefore, grooming and dress should mirror our respect for customers. All employees should take pride in their personal appearance.

While at the JCHC facility or when representing the hospital at an off-site function, our appearance, manner and expression should convey our concern for and willingness to serve our customers.

*“The high caliber of organizations is, after all,  
merely a reflection of its people.”*

*-Prince Pritchett, PhD*

## **GUIDELINES FOR PERSONAL APPEARANCE**

Identification badges will be worn at all times according to JCHC policy.

Your name badge must be worn above the waist line and be visible at all times, free from obstructions such as pins, stickers, etc.

Personal hygiene is extremely important. All employees are expected to pay special attention to personal hygiene including cleanliness of hair, clothes and body.

Dress must be professional, tasteful and neat.

JCHC dress code policies will be followed (proper uniform, jewelry, perfume, scents, etc.). Please refer to the Policy and Procedure manual located in your department.

## JCHC STANDARD DRESS CODE

PURPOSE: To set a minimum standard dress code for all employees. Please check your department policy book for other specific expectations.

All employees will have clean, combed, well-groomed hair.

Clothing should be neat, clean, fit appropriately, and be free of any tears, holes, or stains. All hems and buttons should be in place.

Midriffs will be covered front and back.

Low-riding pants will require a top or shirt that covers the wearer when bending over.

Shoes will be clean, appropriate for the job being performed and professional in appearance.

JCHC name badges are to be worn while on duty. They will be worn higher than waist level so that they may be easily read by our customers.

JCHC/BWC ATTIRE— Polo shirts and sweatshirts with the JCHC/BWC logo may be worn on any day.

GAME DAY ATTIRE—Game shirts on the Fridays and Saturdays of your team's game may be worn. Shirts may have team support but no shirts are allowed with vulgar or profane language.

HOLIDAY ATTIRE—Holiday shirts, sweatshirts, and vests may be worn during the holiday season. Holiday attire must be in good appearance and do not appear tattered and worn.

Accommodations for religious attire will be made on an individual basis.

***While on duty in the hospital facility for regularly scheduled hours, including out-patient clinics, immunization clinics, teaching sessions and overnight testing, employees are required to follow the JCHC dress code.***

***Our desire is to provide excellent service in a caring, professional manner. The way we dress is a reflection of how we feel about ourselves, our work and our customers.***

***In addition, employees may not wear the following items:***

See-through clothing

Low cut tops, spaghetti straps or strapless tops

Jeans of any color

Cargo pants other than scrubs

Tube, halter tops, tank tops, muscles shirts, or sports bras without a jacket

Hats inside the building, unless it is a part of your uniform

Shorts

Wellness Center employees may wear shorts, sports bras and T-shirts while teaching group fitness classes in the Wellness Center.

**GUIDELINES FOR FACILITY APPEARANCE**

When you come across litter, pick it up and dispose of it in a proper manner.

It is everyone's responsibility to report spills so they can be taken care of promptly.

Our facility is smoke-free. It is our responsibility to inform visitors of our policy in a friendly, non-confrontational way. Extinguishing receptacles are available near each entrance.

Equipment should be returned to its proper place to avoid clutter and to ensure that it is available for use by the next person.

Appearance of the environment is everyone's responsibility. We must give particular attention to potential eyesores such as items in the hallways, cluttered countertops, messy desks, trash on the ground, etc.

Personal work areas and employee break areas should be kept as clean as public areas.

*“People make decisions on your organization by what they see around your work space.”*

*B. Dodge — D. Cottrell*

## ***STANDARD THREE***

# **COMMITMENT TO CO-WORKERS**

As JCHC employees, we are linked to one another by a common mission. Our co-workers are our teammates and deserve our cooperation and respect. Team work is essential. Without everyone's contributions, none of us could perform our jobs.

We are committed to treating one another with courtesy, respect and honesty.

Treat every co-worker as a professional. Recognize that we each have an area of expertise.

Welcome new employees. Be supportive by offering to help and by setting an example of the cooperation expected in the workplace. Support and listen to new ideas.

Show consideration. Consider another's priorities in addition to your own.

Recognize that conflicts may exist among co-workers. However, professional courtesy is expected. Set aside differences when working together, and realize that we all have shortcomings and diverse personalities. If you are unable to resolve conflict by addressing it directly with your co-worker, then you should seek advice from your supervisor.

Respect the privacy of fellow employees.

Do not discipline or embarrass fellow employees in the presence of others.

Department issues should never be discussed in public areas.

*“The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor.”*

*-Vince Lombardi*

# **STANDARD FOUR**

## **COMMUNICATION**

The goal of communication is mutual understanding. We are committed to listening attentively to our customers in order to fully understand their needs. Close attention should be given to verbal and non-verbal messages. We will make every effort to communicate effectively with people of all ages, languages and backgrounds. We will use interpretive services for non-English speaking customers.

All messages (internal and external) will be responded to in a timely manner. Inform the caller (or email sender) of the time frame in which you will be able to respond to their inquiry.

*Example: “Mr. Smith, I want you to know that I have reviewed your message and I will have an answer for you by the end of the day.”*

*“One of the deepest needs of all people is to be heard and understood.”*

*B. Dodge - B. Cottrell*

## **FIVE ESSENTIALS OF EACH ENCOUNTER**

**ACKNOWLEDGEMENT** - As a general rule, when someone enters an area, make eye contact and smile. Acknowledge with a friendly greeting as the individual gets closer.

**INTRODUCTION** - Welcome customers, state your name, state your department and state your role.

**TIME EXPECTATION** - Convey how long before the test or service starts, how long it will take and when results or further information will be available.

**EXPLANATION** - Explain the test, procedure or service and who is involved.

Explain if the test will cause pain or discomfort, or if any post procedure instructions are necessary. Offer to answer any concerns, questions, or resolve any complaints. Use easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, or medication and always provide written instructions.

**THANK YOU** - Thank the patient and family for allowing us to serve their health care needs.

## **KEY WORDS AT KEY TIMES (SCRIPTING)**

These are tools to assist you in developing genuine customer service. Key Words should reflect a sincerity and authenticity of willingness to follow through and take action.

### Key phrases:

I understand.

Thank you.

You're welcome.

I don't know, but I can find out.

May I help you?

Is there anything else I can do for you? I have the time.

## **CUSTOMER WAITING**

At Jefferson Community Health Center we recognize that our customer's time is very valuable. We strive to provide prompt service, always keeping them informed of delays and making them comfortable while they wait.

Educate patients and families about the process so they know what to expect.

Provide a comfortable atmosphere for waiting customers.

If the patient, physician or mobile testing unit has not yet arrived and it becomes apparent that a scheduled exam or procedure will be delayed, inform the customer prior to the appointment. In the case of an outpatient procedure, let the customer decide whether to come in later or make a new appointment.

If a delay is unavoidable, the acceptable wait time for a scheduled appointment is 15 minutes. Apologize if there is a delay and, if appropriate, offer a new appointment if the procedure can be rescheduled.

An acceptable waiting time for non-scheduled or walk-in visits is one hour.

However, customers may experience further delays while undergoing multiple tests or while patients with more serious conditions are being treated. In such situations, customers must be updated about their status at least every 30 minutes.

Customer's families are as important as the customers. Update family members periodically - at least hourly - while a customer is undergoing a procedure.

Offer refreshments and reading materials to waiting families and think about ways that you may be able to make them more comfortable.

Always thank customers for waiting and apologize for delays.

## **GIVING DIRECTIONS**

Observe customers and visitors. If someone appears to need directions, introduce yourself and offer to help. If you are unable to assist them, find someone who can.

Whenever possible, escort the customer to their destination. If this is not possible, please direct by using an open hand to give direction.

## **TELEPHONE ETIQUETTE**

Answer calls by identifying your department and yourself. Speak slowly and clearly. Strive to answer calls within three rings.

When transferring a call, first provide the caller with the correct number in case the call is lost. If the extension you are transferring the call to is being answered by voice mail, please let them know and ask if they would prefer to be transferred or call back later.

Get the caller's permission before putting them on hold. Thank the caller for holding when returning to the line.

Callers on hold will be acknowledged periodically, given the status of their call and asked if they want to continue to hold.

Center wing charge nurses will carry a portable phone as needed to answer calls when there is no ADT clerk scheduled and/or staff are unavailable.

messages will be kept short and to the point. Avoid leaving complex messages. Listen to your own phone message and make sure it sounds welcoming, cheerful and service oriented.

*“Hi, this is \_\_\_\_\_. Please leave a message and let me know how I may help you. I will return your call as soon as possible. If this needs prompt attention you may \_\_\_\_\_.”* (Give an alternative here: pager number, dial “0” or another person’s extension to contact.)

Return calls promptly.

When a co-worker is engaged in a telephone conversation, show discretion by waiting outside of the office door or at least three feet away, if possible.

*“It’s not so much what you say as the manner in which you say it; it’s not so much the language you use as the tone in which you convey it.”*

*- Author Unknown*

## **EMAIL ETIQUETTE**

Face to face communication is considered the best way to communicate. When you must use email, please consider the following tips:

Be professional and careful of what you say about others. Email is easily forwarded.

Be careful when using sarcasm and humor. Your humor may be viewed as criticism without face to face communications.

Please do not use all UPPER CASE letters, as it is considered shouting and may offend the reader. Even a few UPPER CASE words may cause offense.

Read your message before sending it, ensuring that you are communicating what you intended.

Please use your email for hospital business.

## **HALLWAY ETIQUETTE**

Hallway etiquette can create a favorable impression for our visitors, patients and co-workers. Good manners contribute a great deal to patient satisfaction.

Smile and speak to visitors. Ask if you can assist them in reaching their destination. Leadership should use this opportunity to introduce themselves and inquire if the patient's or visitor's needs are being met.

When walking down a hallway with co-workers, please leave an aisle open for visitors to pass. Respect visitor traffic.

*“Behave toward everyone as if receiving a great guest.”*

*- Confucius*

## **CALL LIGHTS AND PATIENT/RESIDENT REQUESTS**

Exceed patient and family expectations in response to call lights and requests.

Review unit specific policies regarding call lights and patient/resident requests.

Call lights and patient/resident requests are a responsibility of all JCHC employees.

When an employee is not qualified to meet a patient/resident need, they are to promptly notify the appropriate person or caregiver.

Patients/residents and families will be instructed in the use of the call lights.

Acknowledge the call light promptly. Address the patient/resident by name and introduce yourself. Ask “How may I help you?” Restate their request and communicate your timely action. Ensure continuity of care by properly reporting to relief caregivers before leaving the floor for breaks, meals or other reasons.

Remember: Call lights are a call to action and just as important as answering the phone.

Check on patients/residents prior to shift change to minimize requests during shift change and ask one last time, “Is there anything else I can do for you before I leave for the day?”

## **SERVICE RECOVERY**

Service recovery is the action taken by an employee to remedy a customer's complaint or problem. Our customers include: patients, their families and friends, physicians, co-workers and all other people that we serve.

***Remember: A problem reported to you becomes yours.***

### **STEPS TO SERVICE RECOVERY (ACT & LEARN)**

**A**pologize

**C**orrect

**T**ake Action

**L**isten sincerely to customer's concerns.

**E**mpathize - How would you feel if it were you?

**A**pologize - without placing blame and sincerely say, "I am sorry that this happened."

**R**espect

**N**egotiate - "What can I do to make this better?"

***If you are not sure how to remedy the situation,  
don't hesitate to ask for help.***

*I'm sorry we didn't...."*  
*"I'm sorry this happened."*  
*"How can I make this better right now?"*  
*"Here's what I will do...."*

***Do not say*** - *"That's not my area. You need to call...."*

# ***STANDARD FIVE***

## **PATIENT CONFIDENTIALITY**

All employees must follow HIPAA regulations and JCHC policies regarding patient confidentiality.

When entrusted with a patient's care, we will treat all information as confidential. Discussion of these matters will be restricted to situations where the information is necessary to meet the patient's health needs.

Matters involving patients should take place in private—never in public areas such as hallways, the cafeteria, waiting areas, or parking lots.

Interview patients in private. Close doors or curtains. Maintain a comfortable distance between yourself and the patient. If possible, speak in a subdued tone of voice, so as not to be overheard by others.

Communicate with our patient's families and close friends in a private manner.

Telephone conversations between employees and patients should always be conducted with discretion.

Patient records must be kept confidential. Avoid leaving patient documents laying on counters or in any area where they can be viewed by persons who should not be allowed access to patient information.

Only the Public Relations Director, the CEO, and Center Wing Charge Nurse are authorized to release information about patients to the media.

*“Act the way you'd like to be  
and soon you'll be the way you act.”*

*- George W. Crane*

# ***STANDARD SIX***

## **PRIVACY & MODESTY**

We will ensure our patient's right to privacy and modesty by creating and maintaining a secure and trusting environment. Concern for our patient's privacy will help promote peace of mind and lessen their anxiety.

**Always** knock before entering any room.

Ask the patient/resident for permission before removing blankets or garments.

Provide proper size gowns for our patient/residents.

Provide a robe or second gown when a patient/resident is ambulating or in a wheelchair. Provide sheets or blankets when a patient/resident is being transported.

Close curtains or doors during examinations, procedures or when otherwise needed.

Explain to the patient/resident that, "I am closing the door/curtain for your privacy."

***When exiting a patient's/resident's room ask, "Would you like your door open or closed?"***

Provide foot wear for the comfort and safety of ambulatory patients/residents.

# ***STANDARD SEVEN***

## **SAFETY**

Safety is the responsibility of all JCHC employees. Our goal is to ensure an accident-free facility and grounds.

We must think safe, be safe and stay safe. This is a fundamental part of our job performance.

Accidents are a result of actions and attitudes that you can help to eliminate.

It is up to each of us to do our part in keeping JCHC safe for everyone.

Know and understand the facility wide and departmental policies and procedures relating to the safety of patients, visitors and staff.

Patient safety is of the utmost importance. Practice hand hygiene by washing your hands or using hand sanitizer to prevent the spread of infections.

**Know the hospital codes for emergency situations.**

## **MAINTAIN A SAFE ENVIRONMENT**

When you see a safety hazard, correct it if possible. If it cannot be resolved, report it to the Safety Officer or Patient Safety Director immediately.

Report accidents promptly and completely to your supervisor.

Do not take unnecessary chances. If you need help, get help. If you see someone who needs help, offer help.

It is everyone's responsibility to use hospital safety devices correctly and only for their intended purpose.

Protect your back when lifting, pushing, pulling or carrying. Use proper equipment and body mechanics. Get help when necessary.

Be aware of potential chemical hazards and the correct use of Personal Protective Equipment (PPS), it is your right to know. The Material Safety Data Sheet (MSDS) information is located in the employee hallway. Take time to review this information.

Respect all machinery. Make sure that you have been properly trained before using machinery or equipment.

Use protective clothing and equipment when required.

Prevent slips, trips and falls.

Practice safety at all times for yourself, co-workers, patients, physicians and all of the people we serve.

**JEFFERSON COMMUNITY HEALTH CENTER  
CUSTOMER SERVICE STANDARDS OF EXCELLENCE**

**Policy of Corrective Action**

All JCHC employees have signed a “Letter of Intent” to abide by and uphold the Customer Service Standards of Excellence. This signed letter has been placed in your employee file.

Situations that are observed to be inappropriate or out of line with our Customer Service Standards of Excellence need to be reported as soon as possible to the employee’s supervisor or to your own supervisor. Supervisors will then contact the Human Resources Director or CEO so that helpful, corrective action can be taken immediately.

When an employee fails to uphold the standards, corrective action will be taken. The nature of corrective action to be imposed will be determined at the discretion of the employee’s supervisor, department head or CEO, depending on the specific circumstances and the employee’s prior work record and conduct. Corrective action may include informal counseling, verbal or written warning, suspension without pay, probation, discharge or other appropriate action. Whenever possible, corrective action will be designed to assist the employee in improving his or her performance or conduct, in a non-punitive way, but severe action may be taken without prior warning whenever deemed necessary. Corrective action, including verbal warnings, will be documented in the employee’s file by the appropriate supervisor.

Normal disciplinary action is as follows: 1<sup>st</sup> warning-verbal, 2<sup>nd</sup> warning-written, 3<sup>rd</sup> warning-written. If the problem continues the employee will be terminated.

*“The desire to go beyond what is asked or expected is a gift that rare individuals give their colleagues and their organizations. All things can be taught, but extra effort comes not from a book, but from the heart.”*

*The Customer Service Standards of Excellence are a behavioral guide to assist our staff in achieving and maintaining service excellence. No one can be held accountable to a standard that they are not aware of. That is why the JCHC Board of Directors, our CEO and each employee have received a copy of these standards.*

*As each of us sign the Letter of Intent, to abide by and uphold these standards, we will ensure that all of us at JCHC are moving in the same direction in our dedication to quality and excellence.*