

I-CARE

Initiative:

I will . . .

- continue to learn and seek knowledge to enhance my skills and ability to serve
- continually evaluate the way we work and be empowered to recommend, implement and lead changes for improvement
- be willing to embrace and act on change when performing my day-to-day work

Communication:

I will . . .

- introduce myself to customers and explain my role in the organization
- ask how a customer wishes to be addressed and honor their request
- find answers to questions posed to me
- work directly with co-workers to resolve issues and find solutions
- smile, make eye contact, greet others and speak in ways that are easily understood and show concern and interest
- remember that body language and tone of voice are as important as verbal communication
- listen openly and acknowledge others' ideas and concerns
- promote cooperation and communication between service areas
- recognize and encourage positive behaviors

Accountability:

I will . . .

- put the needs and desires of the customer first and approach every situation with an "I can" attitude
- work to ensure a clean and safe environment for everyone
- answer the phone in a professional manner by identifying who I am and my location
- follow through in a timely manner on commitments and requests, or seek assistance
- be responsible for the privacy of others by keeping care and information confidential
- take responsibility for my work and follow through with all tasks
- use resources (time, personnel, equipment, computers) wisely
- contribute to my work group in positive ways and continuously support the efforts of others
- provide private constructive feedback for inappropriate behaviors

Respect:

I will . . .

- embrace the diversity of background, culture, ethnicity, gender, ideas and other differences people bring to my team and daily work efforts
- not discuss internal issues in front of patients, their families or the public
- be considerate by regulating the volume and content of my conversations and not engaging in or listening to negativity or gossip
- make eye contact, smile and greet everyone I meet, offering help to those who appear to need assistance
- give customers priority in hallways, elevators and parking areas
- be respectful of the feelings, privacy, confidentiality, property, dignity and rights of all customers and co-workers
- view all colleagues as equally important members of the Fitzgibbon team, regardless of job, role or title

Exceed Expectations:

I will . . .

- anticipate needs and look for ways to exceed customer expectations
- give 100% of my attention when interacting with internal and external customers and coworkers
- provide extra comfort and reassurance to my customers

