



*Together*  
**WE**  
*are the difference!*

**WHO**

**WHAT**

**HOW**

<b>OUR EMPLOYEES</b>	<b>F</b> →	Friendliness	→	<ul style="list-style-type: none"> <li>◆ approachable</li> <li>◆ kindness</li> <li>◆ warmth</li> <li>◆ cheerful</li> </ul>	→	<p>smile and say 'hello'</p> <p>open the door for someone</p> <p>say 'thank you'</p> <p>give someone a compliment</p>
	<b>I</b> →	Integrity	→	<ul style="list-style-type: none"> <li>◆ honesty</li> <li>◆ sincerity</li> <li>◆ respectful</li> <li>◆ reliability</li> </ul>	→	<p>be respectful during conflict</p> <p>take accountability for actions</p> <p>do what you say you'll do</p> <p>be on time for work, meetings, etc.</p>
	<b>T</b> →	Teamwork	→	<ul style="list-style-type: none"> <li>◆ communication</li> <li>◆ cooperation</li> <li>◆ unity</li> <li>◆ participation</li> </ul>	→	<p>listen and respond constructively</p> <p>work together</p> <p>encourage one another</p> <p>share wins</p>
	<b>Z</b> →	Zealousness	→	<ul style="list-style-type: none"> <li>◆ passionate</li> <li>◆ enthusiastic</li> <li>◆ dedicated</li> <li>◆ motivated</li> </ul>	→	<p>be positive and eager to help</p> <p>take initiative with a task or project</p> <p>follow through and don't give up</p> <p>show support for the organization</p>

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<b>OUR PATIENTS/RESIDENTS &amp; VISITORS</b>	<b>H</b> →	Helpful	→	<ul style="list-style-type: none"> <li>◆ caring</li> <li>◆ assistance</li> <li>◆ comfort</li> <li>◆ relief</li> </ul>	→	<p>establish a relationship</p> <p>offer assistance to someone who's lost</p> <p>give reassurance</p> <p>offer to make phone calls</p>
	<b>E</b> →	Empathetic	→	<ul style="list-style-type: none"> <li>◆ compassionate</li> <li>◆ sensitive</li> <li>◆ understanding</li> <li>◆ supportive</li> </ul>	→	<p>show personal interest</p> <p>think about what they are going through</p> <p>acknowledge their feelings</p> <p>sit with someone</p>
	<b>A</b> →	Attentive	→	<ul style="list-style-type: none"> <li>◆ watchful</li> <li>◆ listening</li> <li>◆ mindful</li> <li>◆ observant</li> </ul>	→	<p>be present in the moment</p> <p>look in the eyes when speaking</p> <p>show initiative</p> <p>be alert to needs</p>
	<b>R</b> →	Respectful	→	<ul style="list-style-type: none"> <li>◆ considerate</li> <li>◆ polite</li> <li>◆ courteous</li> <li>◆ gracious</li> </ul>	→	<p>greet people appropriately</p> <p>no swear words, gossiping or inappropri- ate conversation; mute cell phone</p> <p>say 'please' and 'thank you'</p>
	<b>T</b> →	Timely	→	<ul style="list-style-type: none"> <li>◆ prompt</li> <li>◆ punctual</li> <li>◆ immediate</li> <li>◆ advantageous</li> </ul>	→	<p>return when you say you will</p> <p>make them a priority</p> <p>respond to needs quickly</p> <p>plan ahead</p>

**= the difference in making FITZ & TLC the Employer and Provider of Choice!**



The Living Center