

## **The Heart of CarDon Image Statement Pre-Application Information**

Thank you for considering employment with Heart of CarDon. In order for us to be successful, we depend on working with people who have shared values for meeting the needs of those who require our care. Our primary goal is to make Heart of CarDon the facility of choice for the community we serve. In order to accomplish this goal, we have found that the following expectations are important and necessary for everyone who works with us. Please read them carefully.

**PRIDE:** “Taking Care of People.” “Be a Difference Maker.” “Making a Difference.” These are the words that inspire us. It is important to remember that each person has value. You will treat each resident as a valuable and respected person of the community. You will be encouraged to help us make Heart of CarDon a place where we all have a great deal of pride working. Many responsibilities of your job will result in love, care, happiness and compassion for our residents, their families and you! By greeting others with a smile and following the steps that help to make a positive image, you will help us achieve another of our goals in providing peace of mind to all who live and work here.

**RESPECT:** You will have a feeling of personal pride when you treat residents, families, visitors, and co-workers with respect and dignity. This means treating others as they would like to be treated at all times. It is necessary to treat our facility and all resident property with respect also. Our employees must use courtesy, good manners and patience at all times.

**BEING A GOOD CITIZEN:** Being a good citizen includes not using foul or suggestive language at any time. You need to immediately report to your supervisor any possible instances of verbal or physical abuse of a resident or staff member, and to bring to your supervisor’s attention any missing items belonging to a resident or staff member. In cases where we determine upon our investigation that incidents are reportable to regulatory or law enforcement agencies, we will report them promptly and be as aggressive as possible in implementing corrective action. By doing such, we will be providing safety, security and peace of mind to all of our customers

**CONFIDENTIALITY:** Resident privacy is extremely important. By agreeing to the Heart of CarDon Image, you agree not to discuss any matters outside the facility involving our residents. This includes the delivery of services within the facility. Failure to uphold confidentiality may result in your losing your employment with us.

**DRUG-FREE WORKPLACE POLICY:** Facility is committed to providing a safe and productive work environment for the benefit of our residents and employees. To that end, we take a very aggressive and proactive stance against drug and alcohol abuse in our facility. All of our employees must refrain from the use or possession of alcohol or drugs while on our premises and must not report to work under the influence of alcohol or drugs. Failure to adhere to our policy will be cause for non-hire or termination of employment.

**PERSONAL STANDARDS:** It is extremely important that you report to work on time as scheduled each day clean and well groomed. Each department has its own dress code that will be explained to you and enforced. Following are items that are common to every department:

- Uniforms and shoes are to be clean and in good professional condition.
- Hair is to be worn neatly and of acceptable professional lengths and colors for both men and women. Moustaches and beards will be neatly trimmed.
- Fingernails need to be clean and neatly trimmed at all times.
- Deodorant is to be used daily. Cologne or other fragrances, if used, must be used in moderation and lightly applied.

- Jewelry is acceptable in moderation. Earrings are acceptable for women and men but no more than three per ear. For the comfort of our residents and for your personal safety, please refrain from wearing any visible piercing other than those mentioned above.
- Staff Identification: You will wear a nametag as your identification for staff, residents, families and visitors.
- Tattoos and other markings of the skin should be hidden from the view of our residents.
- We are a tobacco-free facility. An outdoor smoking area has been provided for those who choose to smoke on their regularly scheduled breaks. Please keep in mind that the smoking area is subject to elements of weather.

**PROMPTNESS:** It is your responsibility to arrive at work on time and to work the hours scheduled for you. One of the largest and most costly problems in health care today is the tardiness and absenteeism of employees, but if you understand the importance of being prompt, you can help be a part of the solution to this problem. Weekends and holidays are set on a rotation basis to help be fair to all. Please keep in mind that our services are provided twenty-four hours a day, seven days a week, so some employees will be working specific weekend and holiday shifts.

**OUR WORK:** Working in our health care facility may be hard, demanding and stressful. Some jobs require heavy lifting, cleaning of soiled linens and residents, working under time constraints, and dealing with matters of death and dying. At the same time, the work can be very rewarding and you will find a great deal of personal and spiritual satisfaction. There is the possibility of establishing friendships with those you work with and there are opportunities to develop your personal career path.

If you agree that you will be able to meet the standards that have been set, please complete the employment application. If you believe that you cannot make this commitment, then we thank you for considering us as a possible place of employment. Please know that as a staff member, you will be very important to us and we encourage your input on making us better. Our success depends on each of our abilities to meet the requirements described in the pre-application expectations.

We are very proud of our heritage of being able to provide a quality service. We believe it is important to let you know up front what some of our expectations are. You will need to know them and accept them to be successful here. Working with us can make a difference in your life. Thank you again for considering us.

Sincerely,

The Staff of Heart of CarDon

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Applicant's Signature

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Date