

Heart ‘n Home Hospice & Palliative Care, LLC strives to maintain its status as a quality employer. While this is possible by continuing to deliver industry-leading care and service, it is also important to Heart ‘n Home that certain standards of behavior are established and maintained. These behaviors will ensure that employees consistently reflect the image/ideals that are deemed representatively appropriate for the company.

The following table (created by a committee of Heart ‘n Home employees) outlines the organizational and professional expectations that Heart ‘n Home seeks to maintain company-wide. Employees should become familiar with each category and should conduct themselves accordingly. The Standards of Behavior are subject to change as situations warrant.

<p align="center"><b>APPEARANCE/HYGIENE/ATTIRE EXPECTATIONS:</b></p>	<p align="center"><b>CO-WORKER RAPPOR/MENTALITY EXPECTATIONS:</b></p>
<ul style="list-style-type: none"> <li>• No visible body piercings; earrings limited to 2 per ear</li> <li>• No excessive jewelry; no more than two rings per hand</li> <li>• No perfumes/colognes when visiting patients</li> <li>• Utilize mints, etc. versus gum when visiting clients (also ensure teeth are food-free)</li> <li>• Clean/neat attire or uniforms</li> <li>• Skirts must be of a modest length, according to supervisor discretion</li> <li>• No oversized/overly tight clothing</li> <li>• No clothing that displays under garments</li> <li>• No sleeveless clothing when providing client care</li> <li>• No low-cut (front/back) clothing (no cleavage)</li> <li>• No midriff clothing</li> <li>• No open-toed shoes when providing client care</li> <li>• No logos (bigger than 1” inch) on t-shirts, unless issued by Heart ‘n Home</li> <li>• Utilize deodorant, unless medically unable</li> <li>• No smoking on company time</li> <li>• Well groomed/maintained facial hair</li> </ul>	<ul style="list-style-type: none"> <li>• No gossiping</li> <li>• If work is done, help another rather than using it as personal time</li> <li>• Manage Up – we are a team of professionals</li> <li>• Be respectful when discussing other health-care service agencies</li> <li>• Be respectful to team members</li> </ul>

WORK HABITS/EXPECTATIONS:	CLIENT CARE EXPECTATIONS:
<ul style="list-style-type: none"> <li>• Timesheets and additional paperwork must be submitted weekly</li> <li>• Sync in a consistent and timely manner - within 12 hours for all Misys data</li> <li>• Teamwork mentality</li> <li>• Punctuality - call if late/absent</li> <li>• Clean up after yourself (kitchen/work area)</li> <li>• Confidentiality (all communication) – no last names</li> <li>• Adhere to lunch/break-time allotments</li> <li>• Company time/property (postage, supplies, etc.) does not equal employee time/property</li> <li>• Limit personal communications/computer use/activities during work hours</li> <li>• Food in fridge must be labeled with name and date; fridge will be cleaned weekly and unlabeled items/containers will be discarded</li> <li>• Label/clean/store dishes, cups, and eating utensils - clean dishes may be stored at work station</li> <li>• No eating at desk, with exception of snack items that do not require dishes/utensils (i.e. granola bar, candy bar, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• AIDET</li> <li>• Keep personal problems separate from client care</li> <li>• Remember, it’s all about the client</li> <li>• Be involved, but know boundaries</li> <li>• Provide professional/appropriate care</li> <li>• Be aware of oral/physical hygiene/attire</li> <li>• Arrive on time for appointments - if change in schedule, call client</li> <li>• Keep client confidentiality in mind (HIPAA)</li> <li>• Schedule appointment with patient and make reminder phone calls when necessary</li> <li>• Know the purpose of the visit</li> </ul>

WORK PROTOCOL/DEMEANOR EXPECTATIONS:	CUSTOMER SERVICE AWARENESS/EXPECTATIONS:
<ul style="list-style-type: none"> <li>• No smoking/tobacco/alcohol/drug usage anywhere on company time or premises</li> <li>• Adhere to all Heart ‘n Home Policy &amp; Procedures</li> <li>• Avoid coming to work contagiously ill</li> <li>• No eating/drinking while working on computer/laptop equipment</li> <li>• Report problems to immediate supervisor</li> <li>• Be aware of minor/major violations of Heart ‘n Home Policies &amp; Procedures and the law</li> <li>• Wear name badge consistently in and out of the office</li> </ul>	<ul style="list-style-type: none"> <li>• All types/levels of service are a reflection and representation of Heart ‘n Home</li> <li>• Serve with Heart ‘n Home Mission Statement in mind</li> <li>• Polite phone/personal communication</li> <li>• Be aware of client comfort level before sending caller to voicemail (listen for hesitation, confusion, etc.). Would they prefer to have the receptionist take the message instead?</li> <li>• Check back with caller if on hold for 2 minutes or more</li> <li>• Do not give out cell phone numbers to anyone other than Heart ‘n Home employees</li> <li>• Do not answer the phone with food in your mouth</li> </ul>

To accept these terms and view the employment application please click here [Application](#)