

Customer Relations

THIS POLICY

Policy Number: 212

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Reviewed Date: 04/01/2018

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POLICY

Revised Date: 09/01/2007

Statement:

It is the policy of Wesley Woods Senior Living, Inc., for all employees to present a professional appearance to the public and fellow employees. Employees are expected to treat others in a courteous manner and to conduct themselves with residents, families, vendors, visitors, donors and staff in ways that reflect favorably on the reputation of Wesley Woods Senior Living, Inc.

Guidelines:

1. The needs of our residents and customers take precedence over all routine work.
2. The customer must always be greeted in a courteous manner.
3. Employees must answer telephones and greet residents and customers in a courteous and pleasant manner using the appropriate greeting.
4. Personal phone calls must be kept to a minimum and should never interfere with the delivery of service to patients, customers and other employees. Use of personal cell phones during business hours are to be minimal and subject to community policy. Any personal long distance calls must be approved by a supervisor and paid for when the departmental bill is received. Payment for the calls must be forwarded to accounting by the supervisor.
5. Staff should not have personal conversations in the presence of residents or other employees.
6. Employees who have been issued uniforms are expected to wear them each working day, clean and in good repair.
7. In departments that do not require uniforms, a dress code will be determined and communicated.
8. Employees do not accept gifts, donations or gratuities from residents and will follow their community policy for contracting outside services such as sitters/caregivers; maintenance and transportation that is not in the scope of regular WWSL services.

Approved By: Terry Barcroft/CEO,
Traci Montgomery, Director Human Resources