

## Customer Relations

### **THIS POLICY**

Policy Number: 502

Effective Date: 11/01/2002

Revised Effective Date: 03/01/2007

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### **NEW POLICY**

Effective Date: 09/15/97

#### **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 patients, 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 patients, 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 facility 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 patients, residents or other customers. Staff should follow our Communications for Guidelines (see Policy 510).
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 facility policy for contracting outside services such as sitters/caregivers; maintenance and transportation that is not in the scope of regular WWSL services (see Policy 811).

Approved By: Kenneth Weber, President/CEO, Wesley Woods Inc.  
Margaret Bloomquist, Associate Administrator, Wesley Woods Human Resources  
Last Date Reviewed: 09/01/07 Adair Maller, Director Human Resources