

The following table (created by a committee of Heart ‘n Home employees) outlines the organizational and professional expectations for all Heart ‘n Home employees. Employees should become familiar with each category and conduct themselves accordingly. The Standards of Behavior are subject to change as situations warrant. Employees must adhere to these Standards of Behavior.

Make a Positive Impression	Demonstrate Respect and Compassion
<p>We strive to create a positive environment through our personal appearance and hygiene as well as the appearance of Heart ‘n Home property. By keeping ourselves and our work place clean and neat, we set the example that we will keep this standard with everyone we serve.</p> <ul style="list-style-type: none"> ▪ Earrings limited to 3 per ear and facial/body piercings are not visible ▪ Jewelry is not excessive; no more than two rings per hand ▪ Perfumes/colognes or scented lotions are not worn when visiting patients or while working in a Heart ‘n Home office ▪ Name badge is worn at all times ▪ Ensure teeth are food-free with clean smelling breath; utilize mints, etc. versus gum when visiting clients ▪ Clean and neat dress in accordance with company dress code policy ▪ Dress to prevent cleavage, back, or midriff from showing ▪ Utilize deodorant, unless medically unable ▪ No smoking on company time ▪ Tattoos are covered and not visible unless they are the size of a quarter or smaller ▪ Avoid coming to work contagiously ill ▪ Well-groomed, maintained facial hair 	<p>Our behaviors and attitudes toward each other are essential in maintaining respectful working relationships. Each one of us has different talents, backgrounds, and skills. When those abilities are combined, they produce the legendary care for which we are known. Therefore, along with our colleagues, we will:</p> <ul style="list-style-type: none"> ▪ Opt out of negativity or gossiping ▪ Take responsibility for personal actions – no fault finding ▪ If work is done, help another rather than using it as personal time ▪ Manage up co-workers ▪ Be respectful when discussing other healthcare agencies and business associates – keep silent if words may tarnish someone’s reputation ▪ Encourage growth and leadership in each other ▪ Build meaningful relationships –“we” before “me” attitude ▪ Respect all individuals’ personal and cultural beliefs, ideas, and contributions in a supportive manner ▪ Inspire each other and communicate the worth and potential of people ▪ Promote positive relationships - involvement in Heart ‘n Home Social Media and public relations (blog, Facebook, etc.) ▪ Operate with an “attitude of gratitude” ▪ Treat colleagues as professionals deserving honesty, courtesy, and respect

Strive for Excellence	Exceed Expectations
<p>Ensuring that our results and work are excellent and consistently accurate is important to Heart 'n Home. We believe our ability to embrace change and strive for constant improvement is essential. In all interactions and communications with our patients and colleagues, we will promote an attitude of fairness, honesty, and compassion.</p> <ul style="list-style-type: none"> ▪ Follow through with commitments ▪ Meet deadlines ▪ Punctuality – contact Supervisor if late/absent ▪ Report to work alert, rested, and in good physical condition. ▪ Clean up after yourself (kitchen/work area) ▪ Confidentiality in all communication, adhering to HIPAA guidelines ▪ Adhere to lunch/break-time allotments ▪ Company time/property (postage, supplies, etc.) does not equal employee time/property ▪ Limit personal communications/computer use/activities during work hours ▪ Heart 'n Home University compliant – complete required courses on scheduled basis ▪ Use Keywords at Key Times (KWKT) ▪ Determine to do what is right ▪ Teamwork mentality 	<p>Heart 'n Home is committed to providing excellent care and a high quality of life to our patients and their families in an efficient manner, as their time is precious. It is essential to display a professional demeanor which creates confidence and trust in those we are working with. We will respect the rights of our patients as individuals, as well as the rights of their families. We treat patients as if they are our beloved relative or friend, anticipating and exceeding all expectations.</p> <ul style="list-style-type: none"> ▪ Use AIDET ▪ Keep personal problems separate from patient care ▪ It is all about the patient ▪ Be involved, but know boundaries ▪ Provide professional/appropriate care ▪ Arrive on time; call patient/family if late/absent ▪ Follow HIPAA and respect PHI ▪ Schedule appointments with patients and make reminder phone calls when necessary ▪ Know the purpose of the visit and commit to that purpose ▪ Create trust with patients and all those involved in patient care ▪ Be accountable and take responsibility ▪ Visit efficiency – 45 minutes ▪ Provide a calm, healing atmosphere ▪ Acknowledge patients'/families' bucket – LISTEN and learn what that means to them

Exhibit Citizenship	Create a Lasting Impression
<p>We will exhibit behaviors in compliance with HIPAA and maintain a positive work environment, which is essential to Heart 'n Home culture. Our employees adhere to guidelines that demonstrate a commitment to our purpose.</p> <ul style="list-style-type: none"> ▪ Smoking/tobacco/alcohol usage is prohibited anywhere on company time or premises ▪ There is a drug screening process (Policy available upon request) ▪ Adhere to all Heart 'n Home Policies and Procedures, including trainings and courses ▪ Attempt resolution with others prior to reporting problems to Supervisor ▪ Be aware of minor/major violations of Heart 'n Home Policies and Procedures and the law ▪ Report anything that makes you uncomfortable or that which would make you want to leave to HR Department ▪ Take pride in Heart 'n Home as if you own it 	<p>In hospice, we only get one chance to do it right; therefore, we treat everyone with respect, compassion, and the dignity they deserve. We feel it is important to be passionate about what you do, who you are, and how that can change lives.</p> <ul style="list-style-type: none"> ▪ Answer the phone with a smile, using proper phone etiquette and polite personal communication (address by preferred name, etc.) ▪ Serve with Heart 'n Home Mission and Vision in mind ▪ Welcome all visitors to Heart 'n Home as if it were your home (offer drink, restroom, etc.) ▪ Hold the ball - Never pass the ball back to patient/family