

GUIDING PHILOSOPHY

We maintain a secure, respectful and trusting environment for residents, guests and co-workers. Information regarding residents, families and co-workers is kept confidential and treated as privileged.

EXPECTATIONS:

- Maintain physical privacy and personal dignity while providing care and services. (closing doors and curtains, asking permission and waiting for response before entering).
- Always discuss resident, employee and Sonata information in private.
- Maintain and secure all computer information.

STANDARD 6

SAFETY AND SECURITY

Consistently promote safe care and services, adhering to all safety and security practices AT ALL TIMES.

GUIDING PHILOSOPHY

Resident safety is everyone's responsibility. We all create a safe and clean environment. Sonata relies on the reporting of errors, near misses and safety hazards in order to improve our care and services.

EXPECTATIONS:

- Report all medication errors, near misses and hazards.
- Read back all telephone orders.
- Intervene to prevent harm to residents, self and others.
- Know and follow all emergency procedures
- Wear name tag AT ALL TIMES.
- Be aware of and approach unauthorized people on premises.
- Keep all areas clear and safe by removing hazards and clutter.
- Use proper lifting techniques, footwear and protective equipment.

STANDARD 7

CLEANLINESS

Maintain a clean and odor free community AT ALL TIMES.

GUIDING PHILOSOPHY

We work as a team to constantly maintain a neat and clean environment that is clutter free and aesthetically pleasing.

EXPECTATIONS:

- Help maintain cleanliness of entire community.
- Cleans up after self.
- Address odors and messes immediately regardless of blame.

STANDARD 8

QUALITY AND SERVICE RECOVERY

Provide consistently high-quality care and services and be active in service recovery.

GUIDING PHILOSOPHY

We identify, address and correct problems quickly and efficiently in order to exceed the expectations of residents, family members and others.

EXPECTATIONS:

- Be knowledgeable about and follow all quality and service standards.
- Anticipate potential quality and service concerns and take steps to avoid them.
- Follow service recovery policy and apologize when service failures occur.
- Immediately report potential service concerns or issues.
- Provide suggestions and new ideas to improve quality.
- Participate in process improvement activities and take part in the solution.



At Your
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SERVICE EXCELLENCE STANDARDS



We are committed to providing the highest quality senior living services with sensitivity and compassion to our residents, team members and guests At All TIMES. We actively seek new ways of exceeding the expectations of residents, co-workers and guests on an ongoing basis by placing customer service and resident choice at the center of everything we do.

STANDARD 1 COMMITMENT

Demonstrate ongoing commitment to providing person directed care by integrating resident preferences into all aspects of care and daily routines.

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At Sonata, we value the freedom and choice of our residents. We respect the daily routines and preferences of each resident. Work is performed around their schedules, not ours.

EXPECTATIONS:

- Ask permission before entering a room or providing care.
- Respect sleep and eating patterns.
- Respect a resident's right of refusal.
- Review the lifestyle profile of each resident.
- Ask family members and others details about our residents.
- Listen and observe residents for verbal or other cues regarding their daily routines, preferences and overall well being.
- Communicate knowledge of resident's preferences to others.

STANDARD 2 CARING AND COMPASSION

Provide care in a caring and compassionate manner AT ALL TIMES.

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We are committed to providing services with

sensitivity and compassion. People are never interruptions – they are the reason for our work. Behaviors are not to be tolerated - but treated with love and kindness.

EXPECTATIONS:

- Greet people by making eye contact, introducing him-or herself, smiling and speaking in a warm friendly tone of voice.
- Show caring by listening, offering assistance and giving information and explanations.
- Identify a resident's needs without being asked.
- Respond to requests by acting quickly, communicating status, and following through until the request is completed.
- Be friendly and approachable through all means of communication (verbal and non-verbal).
- Notice special needs and take steps to meet them.

STANDARD 3 TEAMWORK

Utilize each individual's talent and strengths to work as a team, helping others in need and assisting to best serve others.

GUIDING PHILOSOPHY

Only by combining our talents can we best serve our residents, guests and co-workers.

EXPECTATIONS:

- Come to work on time and ready to work; avoid unplanned absences from work and gives as much notification as possible.
- Take responsibility for the "Common Work" of the department (for example, general cleaning, answering phones, and answering requests).
- Be flexible in work scheduling and willingly help others when available.
- Work with other Departments to ensure the efficient delivery of care and services in a

timely manner.

- Work to solve problems by discussing them with co-workers.
- Have a positive attitude and be open to change.
- Maintain a professional appearance and follow dress code.
- Assist in creating a work environment where team members are treated with dignity and respect.

STANDARD 4 COMMUNICATION

Engage in courteous and understandable communication that is respectful, effective and appropriate AT ALL TIMES.

GUIDING PHILOSOPHY

Effective communication is essential for success. Whether in person, on the phone, or in writing, we are always professional.

EXPECTATIONS:

- Answer the telephone in a timely manner, greet the caller, identify yourself and offer assistance.
- Ask and wait for permission before putting the caller on hold, and revisit the caller to communicate status of hold.
- Listen by giving people their undivided attention and check to make sure you fully understand the person's request.
- Keep conversations positive and professional by using positive language and a pleasant tone.
- Except for emergencies, conduct personal business on personal time (breaks, lunch).
- Speak English only during working hours.
- Respect others by placing pagers on vibrate and phones on low volume.

STANDARD 5 PRIVACY AND CONFIDENTIALITY

Maintain and respect privacy of others in every aspect of care.