



**ICARE Standards**

Employees and students enrolled at the College are expected to follow the standards of behavior in ICARE at all times. At all times includes, but is not limited to, interactions with faculty, administration, staff, students, visitors, patients, agency personnel, and other individuals in the classrooms, hallways, lounges, offices, clinical settings, college events, on social media sites and when representing the college in public.

**I Initiative:**

- I will seek knowledge to enhance my skills and use what I learn in my daily work.
- I will bring ideas for new opportunities and embrace change at the College.
- I will always anticipate my customer's needs in order to create a positive experience.
- I will be proactive in earning and maintaining the trust of all customers.

**C Communication:**

- I will consistently use AIDET in all encounters.
- I will actively listen to customers and find answers to questions asked of me.
- I will attempt to resolve conflict using open communication.
- I will be a positive voice of the College and the Blessing Health System in the community.
- I will report concerns regarding compliance and privacy.

**A Accountability:**

- I will put the needs of the customer first.
- I will keep our environment safe and clean.
- I will actively work to achieve the organizational goals.
- I will follow through in a timely manner on all college commitments.
- I will be responsible for the privacy of customers, by keeping all information confidential.
- I will consistently use best practices in the College.
- I will use all resources responsibly.
- I will conduct myself with the highest ethical standards.

**R Respect:**

- I will honor diversity at the College.
- I will not engage in negativity or gossip.
- I will make eye contact, smile, and greet everyone I meet, offering to escort those who appear to need assistance.
- I will give customers priority in hallways, elevators, and parking areas.
- I will uphold the personal privacy, dignity, and rights of all customers.

**E Exceed Expectations:**

- I will seek ways to exceed customer expectations.
- I will give 100% of my attention when interacting with customers, always putting them first.
- I will show empathy to every customer, every time.

I have read and received a copy of the standards of behavior. I understand it is the expectation that I will uphold these standards at all times and I will hold others accountable to these standards.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Student/CAMs ID #/Employee # \_\_\_\_\_