

## Performance Expectations

**Modified: October 16, 2015**

### Attendance

1. Comes to work when scheduled.  
Expectations are that employees will make every effort possible to come to work when scheduled. This includes scheduling other activities around the work schedule.
2. Arrives to work on time.  
Expectations are that employees will be punctual. Tardiness is tracked using the Scheduling system's telephony system.

### Quality of Work

1. Adheres to and follows Care Plan  
Expectations are that employees know and follow the care plan for each one of their clients.
2. Reports Changes in Client's Condition  
Expectations are that employees will be observant and report any changes in the client's condition or in the client's environment that might affect their health or care.
3. Tasks are Completed Properly  
Expectations are that caregivers will complete their tasks properly and satisfactorily.
4. Clients are pleased with work  
Expectations are that employees will perform their tasks in such a way that the clients will be pleased by their efforts.

### Interpersonal Relations with Clients

1. Applies Interactive Caregiving Principles  
Expectations are that employees will consistently apply interactive caregiving principles while providing services to clients.
2. Engages client  
Expectations are that caregivers will consistently engage the client while providing services to clients.
3. Conducts self in a professional manner  
Expectations are that employees will always conduct themselves in a professional manner. This includes respecting the client's home and privacy. The employee will always conduct his/her self as a visitor in the client's home.
4. Represents the company and office to the client in a positive manner  
Expectations are that employees, when speaking to the clients about the company or office personnel, will do so respectfully and in a positive manner.
5. Avoids gossip & inappropriate conversations with client  
Expectations are that employees will not participate in gossip or inappropriate conversations with the client or client's family.

## **Performance Expectations**

### **Interpersonal Relations with Office and Supervisory Personnel**

1. Polite and courteous  
Expectations are that employees will be polite and courteous to office staff and supervisory personnel. The behavior expected also includes promptly returning phone calls to the office.
2. Follows policies and procedures.  
Expectations are that employees will be familiar with and follow policies and procedures.
3. Accepts direction and correction from management.  
Expectations are that employees will accept direction and correction well and will be easy to supervise.