

## **Employee/Client Relations Policy and Procedures**

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Revised:

### **POLICY**

Because employee/client relations can critically affect our client's satisfaction with the services received, Comfort Keepers has set specific expectations for employee/Client relations. This policy includes employees treating clients with respect, conducting themselves professionally, representing the company to the client in a positive light and avoiding inappropriate conversations with the client. Unmet expectations, as defined below, are addressed by following Comfort Keepers' Disciplinary Policy and Procedures.

### **PROCEDURES**

- Comfort Keepers' expectations are that employees will treat all clients with respect. Upon receiving information that an employee might not have treated a client with respect, a supervisor will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor, in conjunction with the General Manager, will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.
- Comfort Keepers' expectations are that employees will always conduct themselves in a professional manner. This would include the employee respecting the client's home and privacy. The employee will always conduct themselves as a visitor in the client's home. Upon receiving information that an employee might have acted unprofessionally, a supervisor will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor in conjunction with the General Manager will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.
- Comfort Keepers' expectations are that employees, when speaking to the clients about the company or office personnel, will do so in a respectful and positive manner. It is important that when employees are having issues with the company or office personnel that they deal with those issues appropriately and do not involve the clients. Upon receiving information that an employee might have violated this section of this policy, a supervisor will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor in conjunction with the General Manager will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.
- Comfort Keepers' expectations are that employees will not participate in gossip or inappropriate conversations with the client or client's family. Upon receiving information that an employee might have violated this section of this policy, a supervisor will meet with the employee. The purpose of the meeting will be to learn the employee's side of what happened. Based on the meeting with the employee, the supervisor in conjunction with the General Manager will determine if the complaint is valid. If the complaint is valid, the employee will be subjected to Comfort Keepers' Disciplinary policy and procedures or the Introductory (90 day) employee Disciplinary policy and procedures if appropriate.