

## Standards of Behavior for Tomah Health

### **WORK ETHICS STANDARD:**

Affirm a commitment to making the Tomah Health work environment better through: patient advocacy, continuing education, and valuation of each individual person.

### **COMMUNICATION STANDARD:**

Affirm a commitment to use open and honest communication with all Tomah Health customers (in-house & community-wide) through basic customer courtesy (phone, written, face to face) and active listening.

### **TEAMWORK STANDARD:**

Affirm a commitment to be a proud, dependable Tomah Health TEAM member through basic customer courtesy, patient advocacy, flexibility, and valuation of each individual person.

### **QUALITY STANDARD:**

Affirm a commitment to provide respectful, compassionate, quality care with integrity to all Tomah Health customers (in-house & community-wide) through job excellence, patient advocacy, and self-dignity.

### **PROFESSIONALISM STANDARD:**

Affirm a commitment to professional conduct towards all Tomah Health customers (in-house & community-wide) through collaboration, teamwork, appearance, environment, and valuation of each individual person.

### **ATTITUDE STANDARD:**

Affirm a commitment to maintain a positive, professional perspective towards all Tomah Health customers (in-house & community-wide) through honest feedback, confidentiality, basic customer courtesy, and valuation of each individual person.

**My signature below serves as acknowledgment that I have received, read and understand the Standards of Behavior for Tomah Health. I further understand that failure to abide by the Standards of Behavior may result in disciplinary action up to and including termination of volunteer status.**

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Volunteer Signature / Date

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Volunteer Coordinator / Date