



ACTS of
ex-cel-lence

A little book of how
we define awesome.

ACTS of Excellence is our gold standard for behaviors. It's part of who we are and who we aspire to be!

Defined:
when something
is aspirational (not true yet),
we direct our hopes or ambitions
toward achieving it.

Hello,
these ACTS of
Excellence have
been brought
to you today
by caregivers
you know.

ACTS of Excellence were created by caregivers of St. Charles.

Mindset that I can
have impact over
outcomes and results



Accountability

Mindset of love
and compassion
for all I encounter

Caring



ACTS of
ex-cel-lence
is a combination of 4
mindsets I choose.



Mindset of building
collaborative
relationships with
no drama



Teamwork

Mindset of continuous
learning to create a safe
environment of care

Safety



is for **Accountability**

I choose to have the mindset that I can impact outcomes and results.



WHAT DOES IT LOOK LIKE?



1

I choose to own my job - to seek solutions, instead of complaining.

- Takes full ownership over actions and results and has the ability to embrace the good, the bad and the ugly.
- When a problem arises, reports problem and possible solutions.
- Fulfills commitments.
- Never says "It is not my job."
- Can work independently with minimal supervision of leader and peers.

2

I choose to be committed and willing to go above and beyond to get the work done.

- Ready to do what is asked, even if it isn't in immediate job description.
- Willingness to fulfill a larger role for the good of the organization.
- Meets expectations of leader, team and people I serve.
- Identifies what needs to be done and takes action before being asked or the situation requires it.

3

I choose to be a lifelong learner.

- Takes an active role in own career development.
- Demonstrates self reflection on actions and results, and self-addresses performance issues.
- Stays relevant and up-to-date in field and industry.
- Seeks and acquires new skills, methods, ideas and information that will improve efficiency and effectiveness on the job.

4

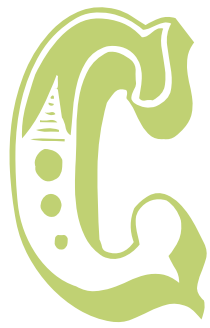
I choose to be resilient in all circumstances.

- Demonstrates ability to adapt plans and goals with short notice.
- Anticipates unexpected challenges to goals.
- Views mistakes as teachable moments.
- Remains calm under stress.
- Follows through on tasks, and perceives obstacles as merely a detour to final goal.

5

I choose to "see it, say it," and address situations that do and don't live up to our ACTS of Excellence.

- Provides reinforcing feedback to others, in the right timeframe.
- Rallies and inspires peers to greatness.
- Celebrates and recognizes other's courageous behaviors.
- Is seen as a leader, regardless of title. Is assertive, but not aggressive.
- Knows and references ACTS of Excellence in communication.



is for **Caring**

I choose to have the mindset of love and compassion for all I encounter.

WHAT DOES IT LOOK LIKE?



1

I choose to create a positive experience in every interaction, both large and small.

- Delivers excellence when, how and where others need it.
- Does AIDET - acknowledges the patient, introduces self, gives duration of task, explains the task and reason for doing it and thanks them.
- Take customers to their destination or finds someone who can.
- Acknowledges and greets every person with a hello and a smile.

2

I choose to listen, accept, anticipate and act upon feedback from those I serve - when a problem exists I will work to make it right.

- Listens to concerns without making excuses.
- Quickly and effectively solves customer problems.
- Anticipates and corrects problems before they become complaints.
- Explores options when unable to deliver a requested product or service, and pursues solutions until the person is satisfied.

3

I choose to speak positively about my peers, my leader and my organization.

- Keeps all interactions positive by not engaging in negative behaviors. (i.e., gossiping, non-verbal insinuations, undermining, etc.)
- Creates a positive impression of peers, departments and leaders.
- Assumes positive intentions.
- Celebrates what is working well.

4

I choose to be mindful with my time, and be willing to help others, and ask for help when I need it.

- Manages time and resources to ensure that work is completed efficiently.
- Prioritizes and identifies more critical and less critical activities and tasks; adjusts priorities as appropriate.
- Leverages resources by working with those available (including individuals, processes, departments and tools) to complete work efficiently.
- Relies on the experts in various teams who can help.

5

I choose to be a champion for the vision and mission of St. Charles.

- Expresses pride and communicates vision and mission.
- Evaluates actions and timelines against vision and mission.
- Acts to align goals with the vision and mission.
- Dresses in a professional manner.
- Helps build understanding of how peer's work relates to vision and mission.

T is for **Teamwork**

I choose to have the mindset of building collaborative relationships with no drama.

I choose to use respectful communication that creates a positive outcome.

I choose to ditch the drama and handle conflict constructively.

I choose to develop others and share experiences and learnings.

I choose to communicate and make decisions that unite teams and people.

I choose to celebrate and recognize diversity in thought and actions.

WHAT DOES IT LOOK LIKE?

- Listens to understand, and doesn't just wait to speak.
- Tailors communication style to the receiver.
- Asks questions to identify shared interest, experiences, or other common ground.
- Approaches sensitive issues in ways that allow rational and open discussion.



- When issues or conflicts occur, communicates directly with caregiver(s) involved.
- Preserves others' self-confidence and dignity and shows respect for their opinions.
- Focuses on the situation, issues or behaviors, rather than the people.
- Asks open-ended questions and uses objective, empathic listening.
- Avoids the blame game and practices critical self reflection.
- Maintains calm tone of voice when criticized, attacked or provoked.

- Shares information, expertise and suggestions to help others be more successful.
- Helps teammates who need or ask for support or assistance.
- Encourages team unity by working together to solve problems and putting team success first.
- Works jointly with others to construct development plans.

- Uses the term "we" instead of "they."
- Asks questions to understand other's goals, objectives and issues.
- Makes decisions that support St. Charles vision and the team's goals.
- Collaborates with other departments to enhance the quality of service we deliver.
- Is open, honest, transparent and responsive in communication.
- Works toward win-win solutions.

- Listens and responds constructively to other team members' ideas.
- Maximizes and leverages other team members' strengths.
- Shares information and asks for other ideas, thoughts and input.
- Recognizes the concerns and perspectives of others.
- Respects cultural, religious and social backgrounds.



S is for **Safety**

I choose to have the mindset of continuous learning to create a safe environment of care.

WHAT DOES IT LOOK LIKE?



I choose to be prepared, on time and fully present for each shift.

- Arrives on time for shifts, meetings and when returning from breaks.
- Strives to meet attendance expectations in order to provide consistency in quality of service.
- Completes all mandatory training and maintains appropriate credential/licensure.
- Prepares for emergencies by knowing the correct actions to take for all codes.



I choose to speak up and question unsafe conditions.

- Communicates observations or concerns related to hazards and errors.
- Seeks to identify real and potential safety hazards.
- Values own role in preventing errors.
- Shares learnings from near misses.



I choose to urgently respond to unsafe conditions.

- Reports safety incidents through the Safety Alert System.
- Takes the time to follow up on concerns promptly.
- Immediately reports significant safety events to leadership team.



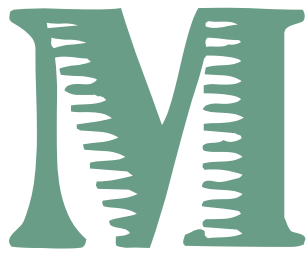
I choose to create a safe and healthy environment for others to speak up.

- Focuses on improving the process that created the error - not blaming a person.
- Seeks to understand other's feedback. Respects input from all caregivers.
- Thanks team members when they bring up issues.
- Speaks with data and facts.
- Acknowledges mistakes.



I choose to strive for perfection.

- Does not accept work arounds.
- Adopts evidence-based practices.
- Uses "plan, do, study, act" to solve problems.
- Follows through on safety improvements and gets them done on time.
- Embraces failures as learning opportunities.



M is for Management

I choose a mindset to strive for both operational results and people results.

WHAT DOES IT LOOK LIKE?



I choose to value exemplary actions of caregivers by recognizing and rewarding on an individual and team basis.

- Thanks and recognizes team members in unique ways, like hand-written thank you cards, recognition at team meetings or special events.
- Coaches team members on how to recognize others.
- Ensures reward and recognition is built into daily, weekly and monthly communication, like huddles and team meetings.



I choose to support caregiver engagement by keeping myself and my team well informed.

- Sets aside time for regular 1:1 with caregivers.
- Dedicates time to go and see where the work is done.
- Conducts daily huddles that focus on team members - works to empower team members in this process.
- Regularly meets with team and connects team's efforts to vision and mission.
- Is transparent with information when possible and shares the "why" behind decisions.



I choose to uphold the ACTS of Excellence through effective hiring, promotion, coaching and corrective action.

- Has difficult and constructive conversations in a timely manner with all whose behavior is out of alignment with the ACTS of Excellence.
- Coaches team members with focus on building skill sets to allow them to have critical and challenging conversations with fellow peers.
- Hires with ACTS of Excellence in mind to select for the right fit.
- Develops onboarding plan for new caregivers that is welcoming and sets caregivers up for success.



I choose to lead by example and identify opportunities for growth for myself and those I serve.

- Takes advantage of organizational development opportunities.
- Takes time to read industry-leading articles and books and reflects on how to apply material.
- Sets and keeps quarterly performance check-ins with caregivers.
- Works with team members to develop personal growth plans in ways unique to each team member.
- Brings stretch assignments forward for team members and delegates effectively to help them grow.



I choose to strive to advance the goals of St. Charles and create value for those I serve.

- Leads team work toward strategic goals and targets.
- Creates visual management of goals and results.
- Questions conventional approaches and encourages new ideas and innovations.
- Continuously strives to simplify work and reduce waste in processes.

ACTS of ex·cel·lence

Self Assessment

Accountability

(1-5)	Behavior
	I choose to own my job - to seek solutions instead of complaining.
	I choose to be committed and willing to go above and beyond to get the work done.
	I choose to be a lifelong learner.
	I choose to be resilient in all circumstances.
	I choose to “see it, say it,” and address situations that do and don’t live up to our ACTS of Excellence.

Caring

(1-5)	Behavior
	I choose to create a positive experience in every interaction, both large and small.
	I choose to listen, accept, anticipate and act upon feedback from those I serve - when a problem exists I will work to make it right.
	I choose to speak positively about my peers, my leader and my organization.
	I choose to be mindful with my time, be willing to help others and ask for help when I need it.
	I choose to champion for the vision and mission of St. Charles.

Teamwork

(1-5)	Behavior
	I choose to use respectful communication that creates a positive outcome.
	I choose to ditch the drama and handle conflict constructively.
	I choose to develop others and share experiences and learnings.
	I choose to communicate and make decisions that unite teams and people.
	I choose to celebrate and recognize diversity in thought and actions.

Safety

(1-5)	Behavior
	I choose to be prepared, on time and fully present for each shift.
	I choose to speak up and question unsafe conditions.
	I choose to urgently respond to unsafe conditions.
	I choose to create a safe and healthy environment for others to speak up.
	I choose to strive for perfection.

Management

(1-5)	Behavior
	I choose to value exemplary actions of caregivers by recognizing and rewarding on an individual and team basis.
	I choose to support caregiver engagement by keeping myself and my team well informed.
	I choose to uphold the ACTS of Excellence through effective hiring, promotion, coaching and corrective action.
	I choose to lead by example and identify opportunities for growth for myself and those I serve.
	I choose to strive to advance the goals of St. Charles and create value for those I serve.