



### Customer Service Pledge

IMG recognizes that Customer Service and satisfaction is critical to the success of our facilities, our programs and our Residents quality of life. We are committed to continuously improving our services, now and in the future.

As an employee of IMG, I agree to adhere to the following Customer Service standards. I understand my devotion to rise to meet these standards will play a role in my evaluation. It is because of our Customers that I am employed and therefore commit myself to the following:

I pledge to put our Residents first, understanding that they deserve the highest quality of care and nothing less.

I commit to finding prompt and accurate answers and/or solutions to problems that may arise with Residents and their families.

I will never neglect to provide care to a Resident and I will always seek to keep our Residents safe.

I will respect the possessions of our Residents and not use those private possessions for myself nor let my co-workers take any of our Resident’s possessions.

I will assist visitors promptly treating them with courtesy and respect.

I will personally identify myself to visitors during visits, tours, meetings and phone calls in a friendly manner.

I will look, act and speak professionally and do my part to help maintain a professional work environment.

I will smile and have a positive attitude at all times.

I commit to treating everyone in an open, fair, helpful and equal manner.

I will respect my coworkers and offer assistance when needed.

\*We’ve capitalized Resident throughout this pledge as a reminder of how important our Residents are. After all, without them, we wouldn’t have a facility.

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Employee Signature Date

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Supervisor Signature Date