

I would like to thank

(employees name)

(department name)

For demonstrating the value(s) of:

- * Service
- * Teamwork
- * Accountability
- * Respect

In the following manner:

Please briefly describe the behaviour(s) observed during your visit: _____

Given by (please print):

Date _____

I am a:

Parent _____ Patient _____

Volunteer _____ Employee _____

Physician _____ Other _____

Please deposit this card in one of the STAR nomination boxes located throughout the hospital.

**STAR
TREATMENT**

How are we doing?

Our aspiration is that everyone will be treated like a STAR.



CANTERBURY HOSPITAL

We will provide great service and demonstrate great Teamwork.

We will be accountable for treating our, patients, families other customers and each other with the utmost Respect.

Please take the time to let us know how we met these standards and your expectations by taking the time to fill out this STAR customer service certificate.

SERVICE

We will work to instill or preserve a level of trust that is created by behaving in ways that meet and exceed our customers needs and expectations. In all interactions with patients, families and each other we will provide the highest quality care in a compassionate, healing environment.

TEAMWORK

We work together., as members of a team with a shared goal of achieving excellence in addressing patient needs, one patient at a time.

ACCOUNTABILITY

Take responsibility to know, understand and perform professional and competent manner.

Take ownership to ensure a positive outcome.

RESPECT

We are committed to understanding and valuing the diversity of experiences, cultures and opinions that patients, families and our staff bring to our environment.

Please take the time to fill out the reverse side of this card and let us know how we did.