



Applying Person-Centered Care Model with Associates

Our Person-Centered Promise: Toolkit Introduction

Purpose: Establish the philosophy of person-centered interactions and explain how treating associates and coworkers with dignity and respect supports the organization's culture and bottom line.

Section 1: First Impressions Matter

Welcoming New Associates with Intention

- Selection and hiring through a culture-fit lens
- Creating meaningful first-day experiences
- Supervisor responsibilities during onboarding

Resource Pages -

- [Associate Selection Form](#)
- [Supervisor Checklist](#)

Section 2: Creating Belonging Through Connection

The Power of Peer Relationships

- Building trust
- Helping new associates feel connected

- Peer support and mentorship

Resource Pages

- [Peer Buddy Checklist](#)

Section 3: Staying Connected

Communication and Engagement Resources

- Organizational communication
- Staying informed
- Community events and updates

Resource Page

- [Associate App \(Speakap\) Instructions](#)

Section 4: Feedback and Growth Conversations

Building Success Through Coaching

- Expectations and accountability
- Feedback and performance discussions
- Understanding role impact

Resource Page

- [90-Day Introductory Review Form](#)

Section 5: Career Development

Supporting Individual Growth and Aspirations

- Career planning
- Growth opportunities
- Skill development
- Career pathways

Resource Pages

- [Development Plan Instructions](#)
- [Associate Development Plan](#)

Section 6: Listening to Understand

Stay Interviews and Associate Retention

- Active listening
- Understanding motivators
- Retention through relationships
- Individual support planning

Resource Page

- [Stay Interview Guide](#)

Section 7: Recognition and Appreciation

Celebrating Contributions

- Meaningful recognition
- Associate appreciation
- Department celebrations
- Building morale

Resource Page

- [Associate Appreciation Weeks Calendar](#)

Section 8: Well-Being and Self-Care

Supporting the Whole Person

- Physical wellness
- Emotional wellness

- Stress management
- Available support resources

Resource Page

- [Self-Care Fair Flyer](#)

Section 9: Educational Growth Opportunities

Investing in Your Future

- Learning and development
- Tuition support
- Career advancement through education

Resource Pages

- [Education Assistance Fund Policy](#)
- [Tuition Reimbursement Application](#)
- [Tuition Reimbursement Agreement](#)
- [Tuition Reimbursement Request](#)

Section 10: Support During Life's Challenges

Resources for Times of Need

- Financial and leave support
- Community care for associates
- Health-related resources

Resource Pages

- [Short-Term Disability Policy](#)
- [PTO Donation Request](#)
- [PTO Donation Approval Form](#)
- [PTO Donation Form](#)

- [PTO Sell Back Form](#)

Section 11: Flexible Work Programs

Work Arrangements that Support Associates

- Baylor staffing program
- Scheduling flexibility
- Work-life support

Resource Page

- [Baylor Plan Policy](#)