

Every day I will be *kind*.

Every day I will be *patient*.

Every day I will take *responsibility* for my own actions.

Every day I will *help* my coworkers do the *best* they can.

Every day I will *work* for the *best* possible outcome for all residents.

## CORE VALUES

**REVERENCE:** Profound respect and awe for all of creation, the foundation that shapes spirituality, our relationship with others and our journey to God.

**INTEGRITY:** Moral wholeness, soundness, fidelity, trust, truthfulness in all we do.

**COMPASSION:** Solidarity with one another, capacity to enter into another's joy and sorrow.

**EXCELLENCE:** Preeminent performance, becoming the benchmark, putting forth our personal and professional best.



*Home is here.<sup>SM</sup>*

*Standards of Behavior*

Independent Living  
Assisted Living  
Memory Care  
Rehabilitation  
Skilled Nursing  
Adult Day Services



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## Reverence

**Hospitality:** Our culture is one in which a diversity of people and points of view are welcomed, respected, and celebrated. I will:

- Acknowledge each person's presence and introduce myself
- Greet supervisors, peers, residents, and visitors with a smile and friendly eye contact

**Collaboration:** Our culture cultivates teamwork and participation and shares wisdom and knowledge at all levels of the organization. I will:

- Listen attentively to and respect the ideas of others
- Present my ideas or observations respectfully
- Honestly discuss work-related issues with my supervisor
- Remain open to feedback and consider suggestions for improvement

**Spirituality:** Our culture is one in which the presence of God is tangible and visible. I will:

- Respect the culture and spiritual values of others
- Respect the personal beliefs of others and not impose my own upon others
- Not gossip or tolerate gossip by listening to it

## Integrity

**Honesty:** Our culture is characterized by open and timely feedback. I will:

- Communicate to the appropriate people what they can expect in terms of service, wait times, etc.
- Only use company computers, fax machines, and telephones for professional business
- Carry out personal communication during my break times only

**Intentional and Deliberate:** Our culture exhibits high ethical standards in all our decisions and consistently does the right thing for the right reason. I will:

- Discuss private matters in a private place
- Follow company policies and procedures and expect my managers to enforce them fairly
- Follow up on requests for service, information, or other needs

**Humility:** Our culture is characterized by service, exemplified by servant leaders called to understand and serve the common good. I will:

- Be willing to learn from others and serve as a role model
- Listen respectfully and avoid defense responses

**Stewardship:** Our culture is one in which resources – earthly, human, financial, philanthropic, material – are carefully cultivated as precious gifts to us. I will:

- Use equipment and supplies responsibly
- Practice appropriate self-care

## Compassion

**Common Good:** Our culture is one of commitment to the long-term, best interests of stakeholders.

- Report and/or correct safety hazards

**Person-Centered Care:** Our culture is one of commitment to quality care that is safe, personalized, comprehensive, and collaborative. I will:

- Anticipate the needs of residents and families
- Anticipate the workplace needs of other employees
- Introduce the resident and family to new employees who will be working with them

**Healing Environment:** Our culture is sensitive to the needs of others, thus helping to create an environment of empathy, forgiveness, and healing. I will:

- Put the resident first
- Notify members of the spiritual care team when appropriate
- Maintain appropriate relationships with my coworkers

**Justice:** Our culture is characterized by advocacy on behalf of those who are disadvantaged or deprived of access, including employees and both local and international communities. I will:

- Support the community benefit programs sponsored by the facility

## Excellence

**Strategic:** Our culture is characterized by alignment of goals and plans at all levels of the organization. I will:

- Recognize my professional goals and improvement strategies
- Seek to understand the department goals that are affected by my performance
- Communicate with my supervisor about my professional goals

**Accountability:** Our culture is one in which everyone knows what is expected of them and is held accountable for their performance. I will:

- Follow through on instructions from my supervisor
- Perform to the best of my ability every day
- Answer questions fully or seek an answer for them

**Innovation:** Our culture is characterized by courage to challenge assumptions and develop potential in order to continually transform. I will:

- Identify professional development tools that I can use in the workplace
- Provide my coworkers with information they need to provide consistent quality of service
- Communicate with my peers in an open, appropriate, and timely manner and celebrate teamwork

