

## OUR MISSION

To foster premier environments where every life at every age is valued and enriched.

## OUR VISION

To enhance the quality of life for all we serve.



### RESIDENTS FIRST

- We provide excellent customer service to exceed expectations
- We give compassionate care
- We express a hospitality mentality
- We have an unwavering commitment to resident safety
- We create life-enriching experiences
- We build relationships through active listening and conversation
- We smile and are helpful



### SUPPORTIVE WORKPLACE

- We offer continual feedback, training, and development
- We work together for success
- We foster open communication
- We praise and encourage one another's efforts
- We acknowledge that each team member matters
- We prioritize employee safety

### COMPASSIONATE PROFITABILITY

- We make a profit to continue our mission
- We are wise stewards of resident and donor funds
- We reinvest profits in team member development and facilities
- We strive to provide benevolent care for our residents in need



Our faith guides us to see every person as a child of God. With uncommon commitment, we are motivated to follow these culture concepts and to serve with excellence, kindness, respect, integrity, and tolerance.

### PERSONAL ACCOUNTABILITY

- I follow up and inspect what I expect of others
- I hold my team members accountable
- I take ownership to find solutions to problems
- When I see something, I do something
- I say, "It is My Job"
- I am proactive
- I have a sense of urgency
- I use common sense
- I think before I act
- I embrace change
- I always strive to improve
- I embrace technology
- I provide consistent service
- I find someone to help if I can't
- I embrace a smoke and drug-free work environment



*"Culture is what leads when no one is watching."*