

## Our Culture

Our Mission is to honor God by enriching the lives and touching the hearts of those we serve. We believe in community and operate as a unified body of unique and diverse individuals - residents, loved ones, team members, volunteers, vendors, and visitors - working together with a single dedication to the higher good and common spirituality of all through our core values of:

Empowerment, Choices, Wellness, Excellence, and Financial Strength. Together we are better!

## This is how 'WE CARE':

WE CARE is a service philosophy, developed with team members, to bring consistency and elevate service. It includes principles and behaviors to enhance your work experience.

<u>Welcome Everyone</u> Consistently displaying a positive mindset and actively engaging everyone.

**Establish WOW** Making a positive first impression and ongoing, in action, dress, and leaving people and areas better than they were found.

<u>Communicate with Compassion</u> Listening and speaking with care, putting the needs of others first and assuming the best of others.

<u>Anticipate and Act</u> Paying attention and thinking ahead, adjusting to what others need, often ahead of time, to surprise and delight.

Rally and Respond Jumping in to help even when it is outside of normal duties and going the extra mile to follow-up and follow-through.

**Embrace Care** Consistently exceeding expectations by embracing the WE CARE principles and making them a habit!