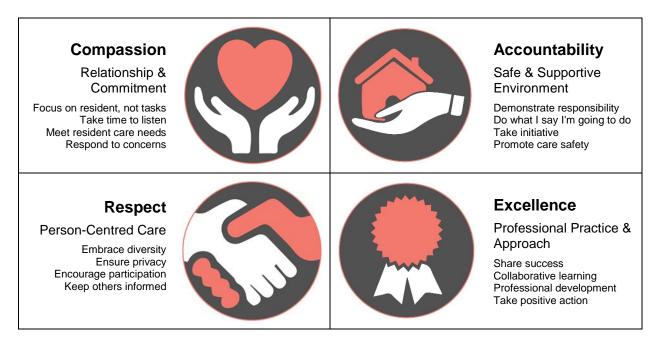
EC10.8 Appendix C

CARE Values

Seniors Services and Long-Term Care believes in the values of: Compassion | Accountability | Respect | Excellence. These CARE values are shared by all stakeholders; drive culture, priorities, and provide a framework in which all decisions are based.



Compassion

We are committed to providing compassionate care and comforting support that values the strengths, needs and desires of those we serve.

We live this value, every day by:

- Providing holistic care and restorative therapies
- Delivering interesting and meaningful programs
- Assisting in the activities of daily living and promoting wellness
- Caring about people and meeting their needs.

Accountability

We are committed to acting with integrity and to using City property, services and resources in a responsible, accountable and transparent manner. We live this value, every day by:

- Following good governance and using resources wisely
- Ensuring all dealings are conducted fairly, honestly and equitably
- Engaging and listening to others
- Maintaining safe and secure environments.

Respect

We are committed to upholding resident/client rights and respecting diversity; by embracing our differences and supporting others we demonstrate fairness, inclusion and equity.

We live this value, every day by:

Embracing the diversity of all people

- Ensuring decisions are sensitive to religious, moral and cultural issues
- Providing individualized care that enables people to be as independent as possible
- Responding to emerging local community needs.

Excellence

We are committed to providing the highest quality of care and service; through innovation, teamwork, customer satisfaction, best practices and working co-operatively. We live this value, every day by:

- Achieving success through quality improvements and partnerships
- Building capacity by investing in a committed and skilled workforce
- Embracing innovation and encouraging continuous learning
- Striving to be the best by providing exemplary care and services.

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