

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.

<p>Compassion</p> <p>Relationship & Commitment</p> <p>Focus on resident, not tasks Take time to listen Meet resident care needs Respond to concerns</p>		<p>Accountability</p> <p>Safe & Supportive Environment</p> <p>Demonstrate responsibility Do what I say I'm going to do Take initiative Promote care safety</p>	
<p>Respect</p> <p>Person-Centred Care</p> <p>Embrace diversity Ensure privacy Encourage participation Keep others informed</p>		<p>Excellence</p> <p>Professional Practice & Approach</p> <p>Share success Collaborative learning Professional development Take positive action</p>	

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.