



CORE VALUES

- **Resident-Focused Care** – We believe everything we do is for the well-being of residents. We recognize and respect their individual needs, which are reflected in their plan of care;
- **Quality Care/Excellence** – We believe we must provide the highest-quality care practicable. Caring staff pursue excellence and continuing improvement;
- **Unique Responsibility** – We are committed to fulfilling our unique responsibility of caring for both veteran and community residents;
- **Environment** – We are committed to providing a safe, comfortable and friendly environment in which to live and work;
- **Teamwork** – We believe that teamwork and a spirit of cooperation are vital to achieve our common goals;
- **Communication** – We believe that ongoing and open communication is essential;
- **Trust** – We believe that trust, integrity and fairness are essential to quality of care;
- **Respect** – We believe in and respect the uniqueness, diversity and dignity of each person. We treat each other with honesty and compassion;
- **Conflict Resolution** – We believe that we have the right to express and the duty to hear different points of view in a way that respects individual dignity and self-esteem;
- **Recognition** – We believe that personal recognition fosters a spirit of pride, self-esteem and dignity. Each individual's contributions are valued, acknowledged and rewarded; and
- **Responsibility and Accountability** – We believe that we are all responsible for the efficient and effective use of time and resources. We are accountable to each other and are responsible for living our Core Values.