

Our Accountability Framework® System



VALUES

EXCELLENCE

- Provide best practice and evidence-based care
- Lead by example
- Exceed customer expectations
- Promote professional development

RESPECT

- Value cultural diversity
- Recognize the opinions of others
- Protect each person's dignity
- Treat others as you wish to be treated

TEAMWORK

- Share your ideas, knowledge and expertise
- Work cooperatively to achieve a common goal
- Support others
- Promote a positive working environment

Our Vision

Our vision is to be recognized as:

Leaders in promoting quality of life

Our Success Factors

1. Community driven

We are committed to a multicultural approach by:

- recognizing the cultural diversity of our community
- providing a multicultural approach to service
- responding to community needs
- developing community relations committee
- including neighbourhoods in decision-making
- providing education to the community at large

2. Caring service

We address the needs of those we serve by:

- recognizing the residents' Bill of Rights
- offering freedom of choice, fostering individuality
- encouraging independence, recognizing personal strengths
- acknowledging requests of care, meeting expectations
- maintaining privacy and dignity
- developing partnerships with family and friends
- maximizing wellness (physical, emotional, intellectual, spiritual, social)
- ensuring a safe environment

3. Professional people

We value our team by:

- hiring individuals who are well-qualified
- supporting continuing education and development
- promoting leadership accountability and empowerment
- celebrating successes and recognizing contributions

4. Innovative approaches

We achieve excellence by:

- being receptive to new ideas and methods of achieving our goals
- creating a best practice environment through quality improvement
- pursuing the most up-dated technology and equipment

5. Financially responsible

We manage our financial resources prudently by:

- effectively managing our board-approved budget
- providing timely, accurate financial reporting
- planning proactively for future financial commitments
- developing creative approaches to successful fundraising