

**OUR PURPOSE** is to help our residents, their families and each other live life to its fullest.

**OUR MISSION** is to positively change the way people think, feel and experience senior living.

**OUR PLAN** is to positively change the way people think, feel and experience working in senior living.

## WHY WE WORK HERE

At The Springs Living, we strive to create warm, comfortable communities that enhance the lives of our residents. Our goal is to help them live well with grace and dignity.

- We have chosen to work in a The Springs Living community because it fulfills more than our need to make a living, it fulfills our desire to serve others.
- We believe that each of us is an important part of something bigger than ourselves.
- We strive to be the best place for the best people to work.

## WHAT WE DO HERE

At The Springs Living, our primary goal is to serve seniors and their families.

- We are passionate about doing the right thing.
- We carry the responsibility of helping residents write yet another very important chapter in their life.
- We provide exceptional service, seeking every opportunity to impress on each person we encounter how important they are to us.
- We do the chores so families and friends can focus on relationships.

## WHAT WE VALUE HERE

- We value our integrity and do not tolerate ethical lapses.
- We recognize that every outcome at The Springs Living is a direct reflection on our organization and us individually.
- We value the cultural and spiritual traditions of our residents and each other. Our differences make us stronger.
- We recognize that excellent attendance contributes to the quality of life for our residents and the success of the company.
- We value work ethic and commitment to quality.

## HOW WE COMMUNICATE HERE

- We listen intently with open ears and minds seeking to understand.
- We recognize that we are “on stage” anytime we are on property or representing the company.
- We are always patient, kind and gentle with others, saying “please” and “thank you.”
- We always say “hello” and greet residents and guests by name.
- We speak truthfully and directly, while always mindful of the confidentiality and privacy of our residents and each other.
- We are considerate of the feelings and sensitivities of others.

## HOW WE WORK HERE

- We always approach and respond to our residents, their families, guests and co-workers with warmth, compassion and respect.
- We recognize that problems are our biggest opportunity. We are in the business to help others solve problems.
- We yield to residents and guests in the halls and doorways.
- We are watchful for noticeable changes in our residents’ conditions and communicate them to our team.
- We complete our responsibilities on time so we do not leave work for others.
- We deal with every situation calmly.
- We are always ready to help each other and seek help from others when needed.
- We frequently make suggestions and offer ideas.
- We embrace change.
- We enjoy giving our residents an appropriate touch on the shoulder, a squeeze of the hand or a hug.
- We are gentle with people and tenacious for quality.
- We are team players, loyal and supportive of each other.

