

## **MISSION STATEMENT**

Our mission is to enrich the lives of those we serve by promoting individuality and independence with compassion, respect, dignity and choice.

## **COMMITMENTS**

***RESPECT~ everyone for who they are and who they may become.***

- Greet you with a smile and call you by name.
- Treat you with courtesy, dignity, and respect.
- Maintain a positive attitude.

***RECOGNIZE~ that every person is unique and has their own set of values, beliefs, ideas and own way of doing things.***

- Offer you as many choices as we can.
- Anticipate your needs.
- Address your needs with a sense of urgency.

***RESPOND~ to all your concerns, needs, and ideas.***

- Only make promises we can keep.
- Give no excuses, apologies only.
- Resolve your concerns.
- Be part of the team.