POLICY & PROCEDURE NUMBER: 1.0
DEPARTMENT: *Administration* **SUBJECT:** *Mission, Vision and Values*

APPROVAL DATE: March 2009 **REVIEW DATE:** March 2015
REVIEW DATE: March 2016, March 2017 **REVIEW DATE:** October 2019

POLICY:

The mission, vision and values define the scope and purpose; provide clarity of goals, instill collaboration and unify the vision of excellence in the delivery of care and service to residents, families, staff, volunteers, visitors and community partners.

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PROCEDURE:

On an annual basis, the Home will provide opportunity for review and comment in regard to the Mission, Vision and Values of the Home to residents, family, staff, community partners and County Council.

Mission

The County of Elgin Homes and Seniors Services are committed to creating a caring environment where residents and staff feel safe, respected and valued.

Vision

Through Continuous Quality Improvement, using best practice initiatives, we will be influential leaders in the provision of person-centered care within the long-term care sector.

Values

R *Residents*
E *Education*
S *Staff*
I *Individualized Care*
D *Diversity*
E *Excellence*
N *Nutrition*
T *Teams*
S *Safety and Security*
F *First*
I *Innovation*
R *Restorative Care*
S *Satisfaction*
T *Technology*