

# OUR MISSION



Together we create  
a joyful & vibrant  
community

Our Mission & Vision: Together we create a joyful & vibrant community



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## Our Mission, Vision & Values

Our mission statement expresses the heart of what we do and the experience we want to create every minute of every day. We believe that it takes every single one of us – our residents, their families and friends, and our Fieldstone team – to create a joyful and vibrant community.

What you do matters and how you do it is even more important.

As part of our Mission statement, we have key values and behaviors that guide each of us in our work. By living our values every day, in each interaction – sharing a delicious homemade meal, providing a clean, bright environment, taking time to listen – we inspire growth and joy in those we serve.



Joy

## Behaviors:

Creating an environment that engages all the senses

- Encouraging an active, energetic community
- Building relationships based on trust, compassion and kindness
- Creating meaningful interactions by smiling, using eye contact and listening
- Looking for ways to add fun, laughter or comfort to someone's day





## Behaviors:

Treating each person as an individual with unique needs and wants

- Protecting each person's dignity and need for autonomy
- Listening and responding with empathy and validation
- Being honest and trustworthy
- Speaking directly with each other when we have a concern





## Service

### Behaviors:

Providing quality care that is consistent, safe and compassionate

- Responding to requests in a timely manner
- Tailoring care and services to each unique individual
- Being flexible, changing course to best meet others' needs







## Growth

### Behaviors:

Looking for new ways to do things and creative solutions to current problems

- Pursuing lifelong learning and encouraging personal development
- Addressing overall wellness: social, intellectual, physical, emotional, spiritual, purposeful
- Enriching lives by connecting to each person's unique history, abilities and interests





## Teamwork

### Behaviors:

Stepping up to the plate, proactively looking for ways to help one another

- Doing what we say we will do
- Taking the time to communicate clearly
- Working together to reach shared goals



## My commitment to my coworkers

- I am responsible for establishing and maintaining good relationships with my co-workers.
- I will look for ways to encourage you in your work, realizing that we all need support and affirmation.
- I will give you the benefit of the doubt.
- I will not talk about you behind your back. If I have an issue, I will come to you directly. I will only seek guidance from my manager if I need input on how to have the conversation or if we have been unable to resolve our conflict.
- I will look for solutions. My goal will not be to win an argument, but to reach a resolution.
- I will consider the past the past and will forgive and move forward.





# FIELDSTONE<sup>®</sup>

## COMMUNITIES

Have a great idea to share about how you live our values?

Submit it to your manager and your idea may be used throughout the  
Fieldstone communities.