

THE CROSS KEYS VILLAGE PROMISE

I will:

1. Provide consistent quality and excellent service.
2. Be caring, compassionate and hospitable.
3. Respect others and their privacy, confidentiality and possessions.
4. Anticipate the needs of residents, families, visitors and other team members.
5. Collaborate, listen and communicate effectively.
6. Be responsive to the needs and well-being of others before my own.
7. Present a professional image through dress, behavior and communication.
8. Contribute to an atmosphere of positivity, teamwork and mutual support.
9. Act with integrity.
10. Use resources wisely.
11. Lead by example.
12. Have fun and celebrate successes.



Show
Compassion



Act
Responsibly



Work
Together



Celebrate
Life



Be
Innovative