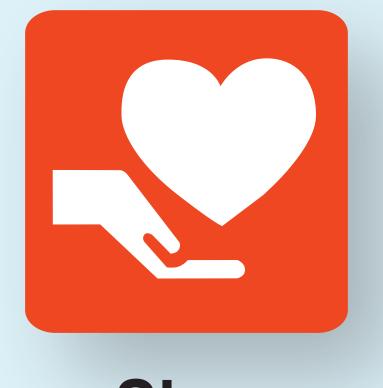
## THE CROSS KEYS VILLAGE PROMISE

## I will:

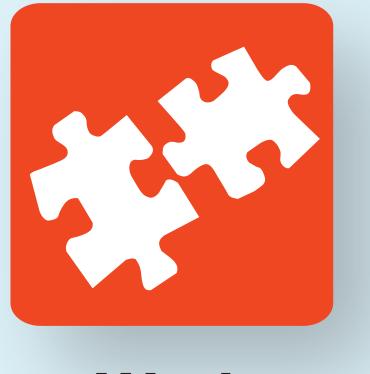
- 1. Provide consistent quality and excellent service.
- 2. Be caring, compassionate and hospitable.
- 3. Respect others and their privacy, confidentiality and possessions.
- 4. Anticipate the needs of residents, families, visitors and other team members.
- 5. Collaborate, listen and communicate effectively.
- 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

