

# **SMITH RANCH HOMES HOMEOWNERS' ASSOCIATION**

## **EMPLOYEE MISSION STATEMENT & VALUES**

Smith Ranch Homes, a uniquely designed retirement community with beautiful grounds, gracious amenities and excellent services, is a source of pride for residents and staff.

Our mission, as employees of Smith Ranch Homes, is to work together to enhance the quality of resident life by providing a broad range of superb amenities and services of exceptional value. Our collective approach is to foster respect, care and trust among residents and staff.

***Fundamental to our success is our commitment to these core values:***

### **Integrity**

Our methods are as important as our goals. We will not compromise any of our ethical standards, including honesty, respect, confidentiality and fairness. We are committed to sound financial operation of the Association.

### **People**

We offer opportunities for fellowship, along with personal growth and discovery. Our employees believe what they do has significance and meaning. We have compassion for others and passion for our work.

### **Teamwork**

Together we achieve better results than separately. We will use our collective resources to provide the best possible services. We communicate with, contribute to and support each other. New ideas and approaches are encouraged.

### **Service**

Understanding and satisfying resident and employee needs and preferences is paramount. We will continually challenge how we operate to best achieve our goals. We will be flexible and highly responsive, continually improving quality in all areas, while focusing on excellence in everything we do. Our aim is to exceed expectations at all times.

### **Safety & Health**

Our programs emphasize health and wellness. We strive for a secure community with safe conditions and practices. We develop relationships between staff and residents to help build a safer living and working environment.

**Board Approved:** October 25, 2016