******AT CHAPTER CARE** **WE STRIVE TO BE….**

**CONSIDERATE**

Be kind

Be helpful

Be caring

**EMPOWERING**

Encourage others to be the best they can be.

Give them the confidence, knowledge and means to make their own decisions.

**RESPONSIBLE**

Make good decisions based on what you know is the right thing to do. But take ownership over your actions, accepting the results; good or bad.

**ACCEPTING**

Acknowledge that others have a right to be their own person.

You do not have to like it or agree with it but support it.

**RESPECTFUL**

Remember that people are different.

Respect those differences.

**ENGAGING**

Be the person that makes others smile. Draw them in and make each visit a memorable part of their day.

**THOUGHTFUL**

Think – what would you do if this was your loved one?

Think – how would you like your colleagues to support you?

**PERSON-CENTRED**

Remember each person has their individual needs, wants, and wishes.

**ADAPTABLE**

Change is the only constant in care. Learn to adapt to change and your environment.

**HONEST**

About your skills, abilities, and mistakes. Mistakes result in improvements.

**COMPASSIONATE**

Showing genuine concern for the welfare of others





