

# Values

## Kindness

**We go out of our way to act with kindness and compassion with every interaction we have**

**Kindness is...**

Always remembering that our patients are the reason we are here, ensuring we go out of our way to provide the best care possible

Being inclusive and building trust by respecting people for who they are

Making time for people, really understanding their needs and being compassionate in how we respond

Bringing a positive attitude, especially when things get tough

Being inclusive and building trust by respecting people for who they are

**So we will not...**

***Be too busy to acknowledge someone or make time for those who need it***

***Avoid addressing any issues or concerns we may have***

## Collaboration

**We work together, understanding that we will achieve more as a team than as individuals**

**Collaboration is...**

Going out of our way to support others and ensuring that we ask for help when we need it

Looking for opportunities to invest time and energy into building strong relationships

Speaking up when we get something wrong, knowing that we can all learn from our mistakes

Stepping up when needed, taking personal responsibility to get the best outcomes we can

Ensuring there are no silos and we work across teams, proactively sharing information and providing support when it is needed

**So we will not...**

***Fly under the radar and hope someone else will step up and do what needs to be done***

***Hold back information or avoid tough conversations that we know could lead to better outcomes***

## Excellence

**We are continually striving for excellence in all we do, working with a sense of purpose and accountability to provide the highest quality care outcomes**

**Excellence is...**

Having the courage to embrace change, ensuring that we support each other to find the opportunities in the challenges we face  
Continually learning, improving and sharing our knowledge with each other

Being accountable for our actions and following through on our commitments

Going above and beyond when needed, knowing our actions can make a real difference to those around us

**So we will not...**

***Go through the motions and be content with the status quo***

***Be resistant to change and continually push back on new ideas or opportunities***

***Forget that our work makes a real difference in our community***

