

## Bethany Standards for Service Excellence

### Attitude

We are a person-centered organization.  
We are courteous, respectful, and kind to everyone we encounter.  
We are mindful of how what we say and do impacts others.  
We strive to meet expectations and deliver service with excellence.  
We find ways to help others and spread joy and happiness.

### Sense of Ownership and Pride

We take pride in everything we do at Bethany.  
We treat our residents and tenants with dignity.  
We respond to needs and requests to the best of our ability or find someone who can.  
We provide an environment which everyone can enjoy, take pride in and flourish.

### Relationships and Respect

We build strong relationships through genuine, compassionate caring.  
We respect and protect the privacy of those in our care.  
We treat others the way they want to be treated.

### Gratitude and Recognition

We say thank you and continuously look for ways to recognize each other.

### Greetings and First Impressions

When we see someone, we SNAP to service: **S**mile and make eye contact, provide our **N**ame, **A**sk if they need anything, and **P**lan our next steps accordingly.

### Faith and Spirit

We respect and nurture spirit and spirituality as part of our holistic approach to care.  
We value diversity and honour all faith traditions.

### Continuous Improvement

We try new approaches to innovate, grow and improve our service.  
We own and apologize for our mistakes immediately.  
We provide a supportive environment to report mistakes, learn from them and improve.

### Personal Appearance

We dress to reflect the professionalism of our work, and our commitment to work safely.

### Safety

We are committed to ensure a safe environment for all.

### Communications

We communicate in ways that ensure everyone has the information they need to offer the best in service.

### Teamwork

We ensure that all team members have the opportunity to contribute.  
We work collaboratively to achieve our goals.