



## Residents and the Erickson Way

### Our Mission

*At Charlestown Retirement Community, we share our gifts to create a community that celebrates life.*

### Our Vision

*We do our part to make Charlestown Maryland's most sought after address for seniors who want to enrich their lives and lifestyles in a vibrant community. We do our part to make Charlestown attractive for staff members who want to serve with talent, compassion and dedication in a values-driven environment. We do our part to make Charlestown a happy, healthy and hospitable retirement community for all residents.*

**Respect and Caring** – We encourage and practice cordial and responsive interactions with residents and their family members, staff and others on campus. We endeavor to maintain positive relationships even under difficult circumstances.

**Diversity** – We seek to understand and embrace a wide variety of traditions, cultures and preferences. We show openness to welcome everyone.

**Friendliness and Enthusiasm** – We smile, say hello and greet people by name. We accentuate the positive aspects of living in community rather than dwell on negatives.

**Integrity** – We do the right thing by addressing and/or reporting unethical and inappropriate behavior. We practice truth and honesty and refrain from generating rumors and/or passing them on.

**Responsibility** – We practice good stewardship when using the community's resources. We cooperate so that issues for both residents and employees are addressed in a timely manner and resolved with a sense of urgency.

**Excellence** – We build lasting relationships within the community, both residents and staff, by putting others first. We make suggestions for streamlining processes and improvement in services and efficiency.

**Teamwork** – We gratefully recognize and acknowledge the values of everyone's contributions to personal growth and harmonious living. We seek and respond openly to feedback in order to make Charlestown an ever-better community.

*Adopted by the Charlestown Residents' Council March 7, 2017.*