

MISSION MOMENT FORM
RECOGNIZING A RESIDENT'S RANDOM ACTS OF KINDNESS

RETURN FORM TO PHYLLIS LANSING

Chair: Harmonious Community Living (subcommittee of
Resident Life Committee of the Residents' Council)

I WOULD LIKE TO RECOGNIZE _____

**FOR HIS/HER POSITIVE CONTRIBUTION TO THE WELL-BEING OF
THE CHARLESTOWN COMMUNITY.**

Details: _____

Submitted by _____ **Phone number** _____

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 3-7-2017)