



# Mission Statement

## The Mission Statement of Vancrest Health Care Centers is to provide **CARE**:

- C** – Customer Focused – Resident, Family & Community
- A** – Attitude – always display a positive attitude
- R** – Responsibility – each person takes responsibility for results
- E** – Empathy – display empathy to customers in all situations

## We Will Achieve The Mission Through Key Objectives:

- 1. Care** – individualized care that is delivered timely, proactively, professionally and with a caring attitude.
- 2. Nutritional Services** – the dining experience and meals will be served at the right temperature, time, place and nutritional value. We will offer a choice at each meal.
- 3. Facilities** – Vancrest is an odor free, secure, accessible and comfortable facility. This is accomplished by timely attention to cleanups, investment in physical structure and pride in accommodations.
- 4. Activities** – meaningful and varied activities will be offered at a variety of times that will stimulate the senses and be fun.
- 5. Staff** – employees at Vancrest strive for total customer satisfaction in everything we do by accomplishing results in a proactive, professional approach.