



# Values in Action

## Caring

- We create an environment where work/life balance is valued
- We make ourselves accessible and approachable
- We offer our knowledge and assistance
- We act and respond from a place of integrity
- We acknowledge strengths and positive attributes

## Learning

- We view mistakes as a learning opportunity
- We encourage an environment that enables lifelong learning
- We are curious and open to new ideas
- We take on new challenges with a positive attitude
- We commit to personal and professional excellence
- We support professional development

## Collaboration

- We work together as a team to make us stronger
- We listen to new ideas to achieve better outcomes
- We recognize that everyone has expertise
- We model open and honest communication
- We support a culture of giving and receiving feedback

## Responsiveness

- We acknowledge communications and respond in a timely manner
- We provide thoughtful, thorough and respectful responses
- We address issues directly
- We take initiative and provide assistance
- We are engaged and connected when responding

## Respect

- We are receptive and open to all opinions and ideas
- We work together as a strong, positive team
- We treat people the way we expect to be treated
- We embrace diversity and change
- We are mindful of deadlines and timelines

## Integrity

- We take responsibility for our actions
- We acknowledge and learn from our mistakes
- We are professional and ethical
- We stand by our organizational mission, vision and values
- We deliver on our promises

## Commitment to excellence

- We strive to provide outstanding customer service to our members
- We give our best and bring out the best in one another
- We are dedicated to achieving quality outcomes
- We respond to the needs of our members
- We reflect our organizational values in our policies, procedures and processes

