

OUR VISION

To be trusted leaders and innovators in senior living environments and services, recognized for embracing the uniqueness of each individual we serve.

OUR APPROACH

- An engaging and sincere greeting
- Anticipation and fulfillment of each resident's and guest's wishes
- A warm and friendly parting

OUR FOUNDATION

- Grand Living is driven by our passion to provide remarkable, personalized experiences for the residents and their families, and by our unparalleled commitment to exceptional service.
- We recognize our dedicated and compassionate staff as the cornerstone of Grand Living's programs and services, allowing us to uphold our commitment to residents and families.
- We respect and value each other's contribution and importance in our daily work, creating a culture of dignity, pride and mutual satisfaction.

OUR GRAND LIVING SERVICE PRINCIPLES

1. I **BUILD** meaningful relationships by personalizing my service while anticipating and fulfilling each resident's wishes and needs.
2. I **OBSERVE** and adjust to the style and pace of our residents, creating unique and memorable experiences for them.
3. I **AM EMPOWERED** and I embrace every opportunity to deliver the Grand Living experience to our residents.
4. I **AM** always **RESPECTFUL** of our residents, guests, and fellow employees.
5. I **TAKE OWNERSHIP** of resident, family member, and guest satisfaction and promptly follow up to resolve service matters.
6. I **PROTECT** and maintain the confidentiality of resident, fellow employee, and company information and assets.
7. I **TAKE PRIDE** in my professional appearance, behavior, and communication.
8. I **PRACTICE TEAMWORK**, stepping out of my primary duties when required, to assist my co-workers in delivering a better service experience to our residents and family members.
9. I **TAKE RESPONSIBILITY** for uncompromising levels of cleanliness and for creating a safe and accident-free environment.
10. I **REPRESENT** Grand Living with integrity and professionalism, both at work and in the community in which I live.
11. I **CONTRIBUTE** to the work environment, always looking for opportunities to share my ideas about innovation and improvements with management.
12. I continuously **LEARN AND GROW**, focusing on creating remarkable experiences for our residents, family members, and guests.

