



## Organizational Culture Touch-points at Highbanks How we live our values

### Rule of Presence

- When our client/residents are present in our communal spaces, our focus remains firmly on them. We know that authentically being in the day-to-day moments with our clients greatly improves dignity and self-determination.

### Working in Service of Families

- It is a privilege and sacred calling to work in the promotion of health and wellness of the families we serve. We are held to, and embrace a higher standard for ourselves and each other.

### Whatever it Takes

- We are nimble, and generous. We try our best not to make fear-based decisions. Our duties are fluid and changeable as circumstances ebb and flow.

### Teaching Through Relationships

- We provide a loving, supportive and accepting environment where residents can feel safe and comfortable to work through the natural consequences of their actions.

### Agency and Accountability, Rights and Obligations

- We promote the rights of the individual, and our obligation to each other in equal measure.

### Radical Hospitality

- Above all, we are welcoming. The kettle is on, the coffee is hot, and there is always room at our table. Nurturing exists in the act of feeding. Everyone is important. Everyone belongs.

### Intentional Joy

- We are deliberate about making room for fun in our work. We look for opportunities to celebrate the successes and be together in challenges.

### Opportunities for Reciprocity

- We know that the giving and receiving of charity are in equal parts the best measure of our collective humanity.

### Dignity of Risk

- We embrace responsible risk taking. We take chances. We make mistakes and we learn from them. We support each other to ensure our reach always exceeds our grasp.

### Goodness of Fit

- We love children. We love women. We believe in and support the strength, and resiliency of Mothers and their contributions to a good and just society.

### Story Imperative

- We embrace the power of the story, our individual stories and the story of our collective. We all own our individual stories. We promote the first-person narrative, and ensure that we are sensitive to the importance of individual voice.

### Advocacy and Social Justice

- We know that the development of strong, healthful, vibrant and diverse communities are contingent on bringing forth the gifts of the people we serve. Our communities are indeed bereft without them.