

Our Service Standards

Our purpose is to provide the Mother Standard® of care to Patients, their Caregivers, Stakeholders and our Business Partners.



I always **H**ELP others in need.

- I anticipate and exceed the expressed and unexpressed needs of others.
- I stop what I am doing to assist those in need or find someone who can.
- I answer questions with compassion and sincerity.



I take **O**WNSHIP in all that I do.

- I proactively identify opportunities for improvement.
- I am committed to be the best in my area of expertise.
- I do my best to provide the highest levels of safety and quality in my work and environment.
- I follow up to ensure that issues are resolved.



I am **P**ROFESSIONAL at all times.

- I make a remarkable first impression, always greeting others warmly and with a smile.
- I actively listen, communicate clearly and seek mutual understanding.
- I make promises I can keep, and I keep the promises I make.
- I maintain an impeccable appearance.



I am fully **E**NGAGED in my relationships and my work.

- I put purpose before task.
- I live the Stakeholder Bond every day and am a proud member of the CTCA team.
- I genuinely care for others and respect their cultural differences.