

Our Values

COLLABORATION

- We are one team dedicated to working together with our Residents and with our stakeholders, to come up with solutions that are shared and inclusive.
- We will give feedback, we will listen and we will learn.
- We will work together and communicate.

INTEGRITY

- We are honest, open, ethical and fair in all our interactions, behaviours and practices.
- We will show accountability for decisions and actions to residents, stakeholders and others.
- We will develop and encourage open and honest work practices and relationships.
- We will take personal responsibility for actions and behaviours.
- We will maintain confidentiality and loyalty.

RESPECT

- We acknowledge and respect differences in each other, and provide a safe and supportive environment in which all individuals and staff are valued, and encouraged to engage in open two-way communication.
- We will treat others as we would like to be treated ourselves.
- We will display respect for and awareness of individual differences.
- We will seek out, listen to, and respect the ideas and opinions of others.
- We will engage in honest and direct communication.

RESIDENT SATISFACTION.

- We will consider our Residents in all that we do and do what's right for them.
- We will talk and act with our Residents in mind.
- We will take time to listen to our Residents
- We will ensure our Residents feel as important and valued as they are.



Strategic Plan 2020-2025

Our Vision & Mission

To provide affordable and quality retirement living.

Our Core Purpose

To provide sustainable independent residential living to the residents of Lisle Villages and fostering goodwill and relationship within our villages.



Our Strategic Goals

STRATEGIC GOAL 1: CUSTOMER FOCUS AND PARTNERSHIPS

Lisle Villages is an engaged partner developing strong relationships with our residents and key stakeholders to provide solutions for emerging issues in our community.

STRATEGIC GOAL 2: FINANCIAL SUSTAINABILITY & STRENGTH

Lisle Villages' current and future business operations will be profitable, viable and sustainable.

STRATEGIC GOAL 3: LEADERSHIP AND CULTURE

Lisle Villages exhibits genuine leadership and a positive culture, which drives our success.

STRATEGIC GOAL 4: LISLE VILLAGES' COMMERCIAL/ RESIDENTS CONTRACTS

Lisle Villages will research and develop innovative contractual solutions to support and achieve its strategic objectives.

