

**Connecticut Assisted Living Association  
Values Statement**

**Accountability**

**Conducting business and providing care and services consistent with the expectations of those we serve.**

**Compassion**

**Understanding the special needs of those we serve by promoting dignified quality care.**

**Integrity**

**Honesty in all our interactions with our customers.**

**Innovation**

**Pro-active service delivery through continuous improvement and feedback from our customers.**

**Professionalism**

**Our commitment to the highest standards and character in our relationships with those we serve and others with whom we interact.**

**Respect**

**Treating people in a manner that recognizes their past history and their contributions to Assisted Living.**