

Southeastern Ontario's
leading provider
of specialized care in:



Aging



Mental Health



Rehabilitation

Providence Care Hospital services:

Inpatient/Outpatient:

Adult Mental Health	Palliative Care
Complex Medical Management	Rehabilitation
Forensic Mental Health	Seniors Mental Health
	Seniors Rehabilitation

Providence Manor services:

Long-Term Care

Community services:

20+ locations across southeastern Ontario:

Adult Mental Health
Support Services
Seniors Mental Health Behavioural Support Services

Education & Research

Providence
Care

752 King Street West
Kingston, ON K7L 4X3

Phone Number: 613-544-4900

Email: info@providencecare.ca

ProvidenceCare.ca



more than healthcare.

This material is available in French and accessible formats upon request to the Communications Department.

Cet outil est disponible en français ou en support accessible sur demande au Service des communications.

Providence Care

Living our Values



more than healthcare.

Our Vision

We will shape the future by redefining care in aging, mental health, and rehabilitation.

Our Mission

Providence Care, a Catholic health organization, is strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul. We instill hope and enhance the quality of life of the people we serve. Through partnership and innovation, we excel in care, education and research to meet the needs of the whole person.

Our Values

- › Respect
- › Dignity
- › Compassion
- › Stewardship



Why is it important that people live our values?

Values keep everyone pointed in the same direction. They help us define how we wish to behave in a wide variety of situations. Values become our collective internal compass that makes it possible for us to depend on each other to behave in ways that are consistent with our values.

We can act independently because we know in our hearts what to do and what not to do; it's not necessary to have a rule book to tell us how to act. Living our values is the foundation of productive and genuine working relationships.

We can work well together because values help us to stay focused on what we are trying to achieve. We are bound together by our belief about how to be and act. We share our commitment to and enthusiasm for enhancing the quality of life of each person.

A number of people who work, learn, volunteer and receive care at Providence Care shared the many ways in which they live the values of Respect & Dignity, Compassion and Stewardship every day.



OUR VALUES

— Respect & Dignity —

We believe in the inherent worth and excellence of all people.

The people who work, learn, volunteer and receive care at Providence Care see respect lived when we:

- › embrace diversity, such as age, ethnicity, health status, religion and sexual orientation
- › are kind
- › recognize and involve all people as partners in care
- › are present in the moment

The people who work, learn, volunteer and receive care at Providence Care see dignity lived when we:

- › appreciate, accept, and affirm each person for who they are
- › take time to hear the stories and experiences reflecting the whole person
- › ensure privacy and protect confidentiality
- › support a person's capabilities and celebrate their accomplishments

“You may be late for a meeting but you still stop to help someone find their way.” - Staff member

“A smile goes a long way.”
- Family member

— Compassion —

We are sympathetic and conscious of the needs of others, and have a deep desire to respond.

The people who work, learn, volunteer and receive care at Providence Care see compassion lived when we:

- › listen and seek to understand
- › show someone you care for them
- › help bring meaning to each day
- › take time to support one another

“Sometimes just your caring presence or a warm touch are enough.”
- Family member

— Stewardship —

We embrace our role in the responsible management of all that is entrusted to our care.

The people who work, learn, volunteer and receive care at Providence Care see stewardship lived when we:

- › are accountable in our roles and support others to do the same
- › make wise decisions about resources and supplies, such as finances, people and the environment
- › are creative and innovative in promoting positive outcomes while striving for excellence
- › identify opportunities, collaborate and share all that we learn thereby enriching ourselves and others

“Recognize this is a team effort and we all need to do our part.”
- Family member