



SupportiveLiving.ca
Supportive Housing Solutions

Our Mission

Our Customer Service Pledge

We are dedicated to deliver the highest standards of resident services through teamwork, integrity and innovation to meet the individual's physical, social and emotional needs, assisting our residents in their independence and confidence in their day to day lives.

We ensure that all our resident's experience a seamless transition in services and environment as their individual needs may change.

Our Mission

- To be the most trusted name in supportive housing
- To provide accommodation, facilitate care and services in every home reflective of our residents' needs
- To ease the transition through the various stages of our resident's lives by facilitating a full continuum of care
- To provide comfort and assurance to the families of our residents that their loved ones are treated to the highest level of care, compassion and respect
- To provide as many services possible to our residents, all under the Niagara Supportive Living "umbrella"
- Dedicated to deliver the highest standards of resident services through teamwork, integrity and innovation to meet that individual's physical, social and emotional needs
- Teach our residents to be independent and confident in their day to day lives in a homelike environment with trained and caring staff

Our Vision

- To create and operate supportive living communities where our residents enjoy a lifestyle and quality of life exceeding their expectations.



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Our Values

- Respect: we honour and celebrate all residents regard less of physical, emotional or mental disabilities
- Empathy: we believe compassion is contagious
- Service Excellence: we believe in providing excellence in resident's service
- Performance: we believe in delivering and achieving results
- Education: we believe in life-long learning, for us and for our residents
- Commitment: we are committed to our mission and to becoming shining examples in the community