



## North Ottawa Community Health System

where you need us most.

***North Ottawa Community Health System (NOCHS) is looking for individuals who share our commitment to customer service, teamwork, innovation, and personal responsibility. We expect all of our employees to exceed our customers' expectations. We expect decisions to be made based on what is best for the customer. It's important to remember that our customers are not just patients and families, but also our colleagues we work with.***

Providing outstanding customer service is a team sport, which is why we are looking for individuals who are committed to working collaboratively with others to do what is right for the customer. This requires that our staff be flexible in terms of mind-set and skills. Sharing ideas for how we can be better is expected of all members of our organization. While not all ideas can be implemented, all ideas are important and each member of our organization must be innovative in their approach to their position and role.

It takes all of us to deliver the kind care our customers expect. Individuals who work for our organization must demonstrate a commitment to personal responsibility by maintaining all of the elements required of their positions. This dependability ensures that we are always ready to provide the best care to our customers.

We hope you will be our customer and choose to have us take care of your health care needs, but we expect you to be our ambassador. We are all responsible for creating the environment that we work in and it must be something we are proud of. That pride is carried through into our community, where our staff represents our organization with pride and integrity.