



## PART I VISION, MISSION & VALUES

### VISION

The Columbia Shuswap Regional District is a recognized leader in local government service delivery. It works in partnership with its member jurisdictions, the local communities within its boundaries, the broader regional community, other public agencies and the private sector to continuously improve the quality of life enjoyed by the people of the region.

### MISSION

The Columbia Shuswap Regional District exists to respond to — and, where possible, anticipate — the local, sub-regional and regional service needs of its member jurisdictions and of the people who make up the broader regional community.

### CORPORATE VALUES

The CSR D is guided in all that it does by the following values:

- **Communication** — Open and constant communication is encouraged, both within the organization and to people and organizations in the broader community.
- **Exceptional Service** — Commitment to providing the highest possible quality of service, commensurate with corporate resources.
- **Pride** — Taking pride in our work, ourselves and our community.
- **Fairness** — Dealing fairly with employees, other agencies and the public. Everyone is treated with the same high degree of consideration.
- **Integrity** — As members of the organization and as responsible citizens, we do what we say we will do. Our word is our bond.
- **Respect** — Recognition that each individual is a valuable member of the organization. We honour the essential worth and dignity of every person.
- **Forgiveness** — Acknowledgement that each of us is human and, as such, will make mistakes from time to time. We view mistakes as learning experiences.
- **Empowerment** — We are better when we have the tools and confidence of others to make decisions.
- **Responsiveness** — The member jurisdictions and the people within the broader regional community are the reasons we exist as a corporation. We work with them, directly and through the Board, to understand their needs.