



Creative Therapy Consultants

COMPANY PHILOSOPHY

Strategic Objective

To grow as a company supporting our team - to allow us all to prosper professionally and personally.

The golden rule governing everything we do:

“Treat others as you want to be treated.”

Overall Goal

To be the best rehabilitation company in Canada

To be the best company to work for and provide the most consistent and high-quality service.

Three Pillars

The foundation of our company



Culture

How we treat our people and how our people treat each other.



Service

The tenants of good service, essentially spelling out in practice what this is.



Community

Our broader purpose - how we make a more significant difference.

Culture

We value work life balance: At a fundamental level we all believe that work should fit around our lives. We want our work to be fulling and enjoyable but not a forced choice of priorities competing with family/friends, hobbies, and interests.

We all prosper from our success: We all have an opportunity to own Creative Therapy Consultants (CTC) and Kids Creative Therapy KCT and benefit from its growth. Our hard work will affect us and everyone working for CTC/KCT.

We make time for fun: We enjoy our work and spending time with colleagues. We take the opportunity to make work enjoyable. Our offices will always feel casual and welcoming.

We always ensure the job is done: We hold ourselves and each other accountable for doing great work. Sometimes we will fall, but we will always own our mistakes and make amends.

We will be inclusive: We will welcome people from different ethnic backgrounds, sexual orientations, and genders.

Service

We listen to what is being asked of us: We take time to listen and ask questions to understand what our clients and payers want. We take time to clarify our understanding and then openly ask for and receive feedback. We put ourselves in the shoes of our clients and payers to understand what they really want.

We always communicate openly and regularly: We respond to calls and emails promptly. Even when busy, we acknowledge receipt and provide an estimated time frame for a substantive response. When files are complex, or clients are unhappy, we communicate more.

Our work is finished on time and thoroughly: We always aim to have our work finished in a timely fashion with all the information that is required. We take pride in doing more than is expected of us.

We are all empowered to make things right: When we know that action is needed to make something “right,” we just do it. We worry about the money or the approval later. We use our judgement and consider the values of the company.

Community

We view Creative Therapy Consultants/Kids Creative Therapy as a vehicle to making our communities better: We identify, and advocate around needs we see in the communities where we live. We use our skills and abilities to help make a difference.

We live the change we want to see in the world: We all help make sure CTC/KCT is living the principles and ideals we espouse.

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 www.creativetherapyconsultants.ca

