Training Exercise: The OTA Mission Statement (H.I.G.H. F.I.V.E.S.)

**WHAT’S THE POINT?**

**It is important to connect our mission statement to the service we are providing. These 9 Themes act as a checklist for how we should be interacting with participants, parents, and staff. When completing the below, think about what we want to achieve in terms of customer satisfaction. Think about how we want people to perceive the OTA Brand. Most importantly, think about what situations we can create to achieve these themes in our services… Don’t overthink it.**

Directions - Write a brief description as to how each word applies to our programming.

Health - Click here to enter text.

Involvement - Click here to enter text.

Growth - Click here to enter text.

Happiness - Click here to enter text.

Fun - Click here to enter text.

Instruction - Click here to enter text.

Value - Click here to enter text.

Enrichment - Click here to enter text.

Safety- Click here to enter text.