



## Addus Service Principles and Mission Statement

### **POLICY:**

Addus's Service Delivery Principles and Mission Statement promote social inclusion, social justice, individual choice, and independence.

Addus's policy statement on Service Delivery Principles and Mission Statement is to be reviewed during Orientation of all new staff, volunteers and Board members, and reviewed annually thereafter.

Addus believes that qualities that offer people with developmental disabilities and other vulnerable individuals security are the same qualities that define a good life: caring relationships, opportunities for participation and association, and power over the conditions of everyday life.

### **Service Delivery Principle:**

#### **1. Respect of an individual requires recognition of their humanity before their disability.**

Addus further affirms:

1. That people with disabilities share the same vulnerabilities as everyone else in our society
2. That people with disabilities have less power in their environments to deal with those vulnerabilities.
3. That some risk, some vulnerability, is integral to our common humanity.
4. Without vigilant and vigorous protection, people with disabilities are too often neglected and abused.
5. That people with disabilities are vulnerable when they are isolated.
6. That people with disabilities are safer when they know for themselves what abuse is and what to do about it.

Addus will create their policies and practice with the above understanding of the conditions that create effective safeguards for people with disabilities.

## **Service Delivery Principle:**

### **2. Everyone is deserving of respect as an individual.**

#### Corollary principle(s):

#### **2(a). Principle of Individualization**

The individual must be the focus in the planning, development and delivery of services and supports. Each person has the basic human right and the freedom to have his/her capabilities, interests and needs used as the basis for planning, development and delivery of services and work, play and worship in their community or neighbourhood.

#### **2(b). Principle of Individual Program Planning**

Individual program plans must be prepared in such a way as to ensure that the individual concerned has opportunities to live a meaningful and satisfying lifestyle and to interact as an equal in their community with opportunities for personal growth through education and training. People have differing abilities, needs, and goals. To be effective and efficient, services must be individualized to the capacities, needs and values of each individual.

#### **2(c). Principle of Self-determination and Control**

Every individual has the right to be as fully in control of their life as possible. To the degree that individuals have the ability to choose between alternatives they are responsible for their actions.

#### **2(d). Principle of Promotion of Participant Autonomy and Rights**

Services should extend and support appropriate autonomy for its participants to enable them to exercise their rights and autonomy responsibly and adaptively.

## **Service Delivery Principle:**

### **3. All individuals have the right to participate in all aspects of living, learning, working and playing in the community. Respect for the individual requires that the individual has opportunities to succeed with the inherent risks of failure.**

#### Corollary Principle(s):

#### **3(a). Principle of Family and Community Involvement**

Ensuring the right of all people with special needs to participate in all aspects of living, learning, working and playing is a shared responsibility among parents, siblings, friends and the agency (including its paid staff and volunteers).

#### **3(b). Principle of building personal and enduring relationships**

Every person should have the necessary support to help him/her become involved in personal and enduring relationships with non-paid person who love, respect and care for the person.

### 3(c). Principle of the Dignity of Risk

Respect for the individual requires that the individual has opportunities to succeed with the inherent risks of failure.

### 3 (d). Principle of Personal Security

Every person should have the necessary support to keep him/her and the community safe from harm.

### **Service Delivery Principle:**

**4. The manner and context within which support service is offered should affirm normal patterns of living, learning, working and playing in the community including normal needs, processes, relationships and rhythms of life.**

### **Corollary Principles:**

#### 4(a). Principle of Relevant and Prioritized Dreams, Desires and Aspirations

In addressing support services, the association must clearly and consciously identify, (a) what dreams, desires or aspirations participants have, (b) which of those dreams, desires or aspirations are most pressing and deserve highest priority, and (c) which are within the mandate of the association.

#### 4(b). Principle of Integration

Every person should have as much support as is appropriate, to help him/her become involved in day to day activities in the community.

#### 4(c). The Least Restrictive Alternative

In all decisions affecting the placement, care, education and training of an individual, in choosing among alternatives that adequately serve the participant, the least restrictive or intrusive alternative should be chosen.

#### 4(d). Principle of Social Role Valorization

The uses of familiar valued techniques, tools, and methods ensure that people with intellectual disabilities take part in the community/live in conditions that are socially valued.

#### 4(e). Conservative Corollary to Principle of Social Role Valorization

The more vulnerable a person is to being devalued by society, the more important it is to reduce/prevent any such vulnerability, and/or to balance off such vulnerabilities by building up the person's positively valued characteristics.

#### 4(f). Principle of Positive Image-related Requirements of Physical Setting

Because there is such a strong association of a human service with the physical service in which it is located it is of the utmost importance that the physical setting projects a positive image. Characteristics of a physical setting which carry messages about the social status, roles, and competencies of its users include:

1. the harmony of the service setting and service program with the neighbourhood in which it is located
2. the aesthetic appearance of the building (including state of repair and maintenance)
3. the congruence of the setting's appearance with the appearance of settings that house/conduct analogous programs for valued persons
4. the age image projected by the setting's appearance
5. the setting's proximity to other sites with their images
6. the history of the setting

#### 4(g). Principle of Enhancing Program Activities and Timing

To enhance the client's social image, programs, activities, and related time use patterns, that are valued by the culture, must be utilized and participants encouraged to practice activities and observe schedules that reflect positively upon them.

#### 4(h). Principle of Positive Language, Symbols and Imagery

To enhance the client's social image, attention must be addressed to matters that reflect on the participants including:

1. personal appearance of participants
2. client's personal possessions
3. the language used to and about the participants
4. the name of the Association and its buildings.

### **Service Delivery Principle:**

**5. We believe that our organization is healthier when there is an active quality assurance process in place in every area of the organization.**

Corollary Principle:

We will regularly ask people who use our service and their families about the quality of services they receive.