

Ingersoll Support Services Inc.

Policy: Values

Policy # F 2

Section: Foundations

Approved by the Board of Directors: *March 19 2009*

Procedure Revision: *March 2009*

Review Date: March 22 2019

Ministry requirement - no

Ingersoll Support Services Inc. provides services which are responsive to the person accessing or requesting these services and to their family and friends. Supports and/or planning are based on the person's talents, needs, hopes, desires, choices and preferences, as expressed by the person or through those closest to them and the agency's principles of service.

Provision of Service is based on the following Values:

1. Individualization

All support and planning services provided by ISSI are individual and reflect what the person, their family and friends have said are needed.

2. Choice and Empowerment

Each person receiving support, as well as their family and friends, provide the major input to planning and decision-making regarding the support required from ISSI. The person themselves, as they are able, determines who is involved in their planning and decision-making process. In making these choices, the person and their support network accept the obligations and responsibilities inherent in the decisions made.

3. Flexible, Portable Resources

ISSI has limited resources in terms of human resources and funding. These resources are allocated based on individual needs and circumstances in a fair and equitable manner. All or part of the funds identified for a person's support may also be moved to another service provider with the assistance of ISSI and in consultation with the Ministry of Community and Social Services and Developmental Services Ontario.

Procedure:

1. Any services provided will be based on the personal plan developed by the person, be consistent with ISSI's vision, mission, and principles of service and

meet any relevant regulations.

2. If the resources allocated to a person are insufficient, it is the responsibility of the person and their family and friends to actively seek and/or provide the additional resources. ISSI will provide support to do this as requested.
3. If a person chooses services which fall outside the vision, mission and principles of service, ISSI will assist the person to acquire these services from another service provider.