

## **Ingersoll Support Services**

Ingersoll Support Services Inc. (ISSI) provides individualized support services to people in Ingersoll and the surrounding area. We are funded by the Ministry of Community and Social Services (MCSS) to support people who need services because they have a particular kind of disability. We believe that each and every person has gifts and abilities that will help them become a part of their community.

*To support and empower individuals to become  
valued members of their community*

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## **Ingersoll Support Services: An Introduction**



*To support and empower individuals to become  
valued members of their community*

## **Our Mission**

*The Mission of Ingersoll Support Services is “to support and empower individuals to become valued members of their community.”*

This means that support is individualized or personalized.

Support and empowerment refer to the *process*. Becoming a valued member of the community is the *outcome*.

## **Our Principles**

*Our work and our services are guided by our principles of service and our values.*

These include the ideas that we each have freedom, choice, rights and responsibilities, and that relationships are important — including, friends, family and our unique communities.

All people should be seen as *people first* and as citizens, regardless of their perceived abilities. Everyone has the potential to grow and become valued for their contribution. Everyone should be able to participate in community — including work and leisure, and each person should be able to have a home that is truly their own.

## **Our Vision**

*We envision a community where each citizen is free to participate, is able to make a contribution, and is valued.*

Every year ISSI renews its Strategic Plan in the form of 5 Vision Statements in the following areas:

- Person-Centred Services
- Visionary Leadership
- Continuous Learning
- Positive Design
- Responsive Services

Please see the annual Vision Statement for details regarding each.

## **Our Agency**

*Our agency is comprised of a variety of citizens from Ingersoll and area.*

ISSI has existed in Ingersoll for 35 years, initially under the name the Ingersoll Centre for Developmentally Handicapped Adults (ICDHA) or Lyndon House, and as Ingersoll Support Services Inc. (ISSI) for the past 20 years. The agency is a local community organization and is led by a Board of Directors that is based in Ingersoll. The Board represents the membership which includes the people we support, their family and friends, and other citizens of our community.

## **Our Services**

*Our services are personalized and are as unique as each person we support.*

The question that defines our services is: *“What kind of help do you need?”*

These services can be broadly described by these categories:

Services at home, including activities of daily living, Community Participation services and supports, including Employment Support, and Person-Directed Planning services and supports.

## **Our Community**

*Community is people more so than a place. Each person we support is at the centre of their own community or support network.*

We support people to develop a strong sense of community and personal relationships. This means helping them to both receive and make contributions to their community and their social network. Ingersoll is a community that is filled with immense resources that can help to support and empower each of its citizens. Likewise, Ingersoll needs the participation and contribution of all of its citizens to fully become an inclusive and welcoming community.