

Ingersoll Support Services Inc.

Policy: The Promotion of Social Inclusion: Mission and Principles of Service

Policy # QAM 1,2¹
Section: Quality Assurance

Approved by the Board of Directors: *Sept. 22 2011*
Procedure Revision:
Review Date: September 26 2017

Ministry requirement –
QAM II.4

It is the mission of Ingersoll Support Services to support and empower individuals to become valued members of the community. The essential work of the organization is to ensure that people are included in community as outlined in the Mission Statement, the Principles of Service and the governing legislation.

Procedure:

The agency mission and principles of service are intended to “support the participation of persons in various activities in the community, including work, recreation and social, cultural and religious events, as desired by the person and identified in their individual support plan.

Principles of Service

1. **People:** The people accessing our services must be viewed as individuals each with their own ideas and desires. Our understanding of them and their life situation should be based on the common life experiences of all citizens.
2. **Freedom:** Every effort must be made to ensure the maximum amount of freedom for people while providing for personal safety. People should ultimately be free from emotional dependence on service systems.
3. **Choice:** Our services must encourage and assist people to make their own choices about the lives that they lead.
4. **Responsibilities:** We should encourage responsible choices, and encourage individuals to assume responsibility for their lives and community.
5. **Rights:** We must encourage people to recognize and obtain their social rights. We will assist and empower individuals who, for whatever reasons, are unable to obtain their rights (as per Policy # QAM General II)
6. **Help:** All people require assistance with aspects of the process of living during their lifetime. We must identify where help is needed and wanted and provide help in a

¹ This pattern of numbering is based on the MCSS DS Compliance Checklist, Jan.2011 v.2.0.

manner that does not create excessive dependence. Other sources of help must be acknowledged and used.

7. Friends and Family: The normal desire for human relationships with friends and family will be encouraged and assisted where desired by the individual.

8. Value: Everything we do must give value to individuals. Efforts to teach society to value all persons should be made. People must have the experience of learning what is valued by society.

9. Growth: We believe in the ability of all individuals to grow. Independence, relationships and personal growth should always be encouraged. Our desire is for all people to be free to experience every aspect of the common human life cycles.

10. Participation: Involvement as an equal member of the community must be encouraged. Ownership and sharing of community resources should be made possible.

11. Work and Leisure: People should be allowed to make choices about how they will participate in work and leisure. Work should allow a person to be economically productive and to take ownership, providing the opportunity for sharing and charitable giving.

12. Home: People must have the experience of privacy, equity and comfort in their own home. They should have the ability to live with significant others or to live alone in the manner that they choose.

13. Community: Community is people, more so than a place. Basic human needs include the need to live and be valued in a series of special, individual relationships. This includes both making and receiving various kinds of contributions. Every effort must be made to develop and enhance a person's value in their social network and their community.

14. Service Agency: Our assumption is that all people require varied levels of assistance in fully experiencing community living. It is our practice to look to the community first to find resources and natural supports to meet people's needs. The service agency exists to provide economically responsible, quality service. Our service is a relentless quest to put the interests of the people who access our services in a position of priority.

Mission Statement and Review

15. The agency will "conduct a mandatory orientation to its mission statement, service principles and statement of rights with persons receiving services and supports and any persons acting on their behalf when they begin to receive services and supports

and an annual refresher on the mission statement, service principles and statement of rights thereafter.”

16. The agency will “conduct a mandatory orientation to its mission statement, service principles and statement of rights with its new staff members, new volunteers and new members of its board of directors and an annual refresher for staff and volunteers of the mission statement, service principles and statement of rights thereafter” as per Policy # QAM 25-27, Human Resource Practices.

17. The agency will “ensure that its board of directors conduct an annual review of its mission statement, service principles and statement of rights, which shall include updating as necessary” as per Policy # B2, Functions and Responsibilities of the Board of Directors.

18. The agency will record the dates of all orientations, refreshers and reviews for persons supported, staff, and the Board of Directors.