

SERVICE POLICY AND PHILOSOPHY



Living Well Disability Services offers services and supports that not only assure health and safety but also uphold the meaningful exercise of choice. Advocates support people to develop and use decision making skills and make informed choices in all aspects of daily living and directing of future plans. Supports aim to promote the development and refinement of skills and interests that increase people's independence. We believe that people must be treated with dignity and respect, we honor personal privacy and strive to promote positive images of people in the communities they choose to live in, by promoting active citizenship and involvement. Many people evaluate our service, but our primary evaluation of services ultimately rests with those people receiving services and their families.

Living Well Disability Services recognizes that:

- Each person is a unique individual.
- Each person has the right to realistic choices.
- All organizational actions must promote the person's individuality and right to make choices.
- Within available resources, services are designed around each individual person.
- Every person is capable of self-actualization and learning. The organization as a whole and staff as individuals provide opportunities for this to occur.
- Each person is a part of a system that is larger than Living Well Disability Services – We recognize and support the following “valued experiences”
 - *Contributing valued social roles*
 - *Respect*
 - *Sharing ordinary places*
 - *Growing in relationships*
 - *Making choices.*

Living Well begins the designing of services by getting to know those they are supporting. Service development is completed by qualified professionals.

- Person centered planning is at the heart of support development.
- People's “histories” are valuable and are captured and used.
- Support Services (Occupational Therapy, Behavior Supports, Therapeutic Recreation, Horticulture Therapy, Nursing, Nutrition and Environmental Design), are available and encouraged as key components of service planning.
- Supports are documented using an individualized planning system.

Living Well Disability Services strives to have professional, competent staff working to deliver supports to people.

To fulfill our mission, Living Well Disability Services has developed a service delivery system that honors individual and family choices. Personal and family-centered principles are the driving force behind the services that we provide for people. Our services system is built upon the following beliefs:

- **Assessment**: It is important to discover what people want, need, and desire in their life and to know their abilities, talents and gifts.

- **Design**: It is essential to create a flexible plan that supports each person to reach for and achieve personal outcomes important to them.
- **Documentation**: It is imperative that designed supports are documented such that they capture individual supports in a meaningful and accurate way.
- **Implementation**: It is “excellence” in support implementation that leads to the achievement of people’s dreams and desires.
- **Evaluation**: It is extremely important to continuously re-evaluate our effectiveness in supporting people and to make adjustments to assure enhancement to peoples lives.
- **Coordination**: The coordination of services among disciplines creates a strong foundation of support for people – we assure involvement from a strong support services network.
- **Relationships**: Only with relationships can dreams come true. We are proud of our relationships with people who chose our services. We diligently work at creating positive relationships with people, families, employees and our community.

Living Well, Inc believes that an ongoing effort to evaluate performance is critical to improving services. Services are assessed through the use of COMPASS – a quality improvement instrument designed by Living Well to: organizational performance; supporting people; manage systems designed to support people, and provide quality services to people.