

ARK REGIONAL SERVICES VALUE STATEMENT

This document is a statement of the values that guide decisions made by Ark Regional Services in supporting people with intellectual disabilities to live, learn, work and play. These values are at the core of what we believe, and in turn how we behave. They are intended to provide the basis for which we all assure accountability to one another.

WE VALUE ALL PEOPLE:

We strive to listen to what people have to say and recognize their input and contributions. We do our best to help people express and communicate their thoughts and feelings. We believe that behavior is communication and work to address what is being communicated rather than the behavior itself.

We believe that people should live in homes that are clean, decorated nicely, pleasant smelling and in good repair. They should spend time in clean and safe environments. People deserve, and are expected, to be clean and well groomed, wear clothing that is clean, visually attractive, and appropriate for the occasion, and look their best, so we will do our best to help them meet that expectation every day. Health and safety are paramount and we are diligent in ensuring the safety of our clients, staff and visitors.

Our goal is to treat people with fairness and consistency. We celebrate people's differences, and strive to treat everyone with dignity and respect. We offer and honor choices, to the best of our ability. That being said, we must sometimes make decisions that are in the best interest of the person, which may go against a person's choice. In these situations, we always use a team approach and follow the rights restrictions guidelines outlined in the person's Individual Plan of Care. We expect people to participate in their lives and learn every day.

We keep staff, clients and families informed. Our business transactions are honest and transparent. We provide a competitive wage and benefit package, and expect staff to provide quality services. We believe that we should do it right, or not do it at all.

WE HAVE FUN. We like to laugh and appreciate humor. We take our jobs seriously, but don't take ourselves seriously. We encourage people to have meaningful relationships, and understand that these relationships are important to everyone. As we go through each day, we remember that ALL PEOPLE should have the opportunity to live, learn, work and play.

WE VALUE A STRONG ORGANIZATION:

We have strong leadership and endeavor to foster a diligent, loyal and unified staff. We provide effective and relevant staff development opportunities. We encourage staff at all levels to have input, and provide a means for them to communicate questions, concerns, ideas and solutions while using the professional band of communication and Ark's open door policy. Clients and staff are welcome into any department into which they enter.

Change is inevitable. We understand that people don't resist change, but resist BEING changed; therefore, we communicate changes and give people opportunity to express concerns. We support people through change, for change can be difficult at first. We encourage creativity, different perspectives and initiative, and appreciate people's efforts to try new things and offer different opportunities to people.

Communication is vital. We encourage communication within and between departments, employees, supervisors and leadership. Although we can't guarantee the answers a person wants, we value what people have to say, and do our best to address questions and concerns. We say thank you at every opportunity, and provide constructive feedback rather than criticism.

Financial security is essential. We use fiscal prudence when making decisions and look for cost effectiveness while still maintaining quality. We facilitate opportunities for natural supports and

volunteers as often as appropriate. When decisions are made to assure the financial health of the organization, we weigh all possible consequences in order to be as fair as possible to clients and staff. We actively pursue our goals of conserving our natural and financial resources. We strictly adhere to policies on waste, fraud, and using agency resources for personal gain.

We remember where we came from and things we've learned from past experiences as we move forward in our mission to facilitate opportunities for people to live, learn, work and play. We keep current on all state and national issues, and are actively involved in issues over which we have influence.

We believe in strategic and succession planning, at all levels.

WE VALUE INTEGRITY:

We are honest and transparent in our business practices. We follow through on our commitments to our clients, staff and business associates.

We believe in professionalism. We expect staff to come to work as scheduled and work their entire shift. While at work, we expect staff to be engaged with the people they support and give their full effort toward their duties.

There are processes and rules which must be followed. This is an expectation of any job. However, we do not lose sight of our purpose while meeting this expectation.

WE VALUE RESPECT:

We make every effort to treat all people (i.e.; clients, staff, supervisors, vendors, parents, guardians, members of the community) with respect. We respect people's choices and individuality.

We encourage people to be well groomed, and wear clothing that is clean, free of stains, nicely pressed, and the correct size. We continually promote the importance of living and working in a clean environment.

We respect individual and organizational property. We urge people to take care of facilities, vehicles, and personal property, and advocate for leaving things in better condition than we found them. We respect our community. We strive to be good neighbors and customers. We have nice facilities that improve our neighborhoods, and are honest and fair in our business transactions.

We respect our staff. We understand the hard work and dedication that direct support staff give, and we do our best to show appreciation for their contributions and input. We want to do things right, but we want to do the right things as well.

We respect authority. It is imperative that we follow the rules and laws of the City of Laramie, State of Wyoming and the United States of America. We believe everyone should show respect to our supervisors and leaders of the organization, as well as accrediting and regulatory agencies.

WE VALUE COMMITMENT TO THE COMMUNITY:

Ark serves as a resource and provides education to community members and organizations. We are proud of who we are and what we do, and share that with others in a positive and meaningful way. We strive to provide quality services and contribute to our community.

We participate in a wide variety of community activities. We encourage clients and staff to volunteer and be involved in charitable community events. We believe in environmental awareness. We do our best to conserve our natural resources and take care of our planet.

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