



Living Alternatives for the Developmentally Disabled, Inc.

LADD

Providing Community Based Services across Michigan

MISSION STATEMENT:

We Make the Difference!

VISION:

Always striving to enhance the quality of life for all we serve!

VALUES:

We Value P.E.O.P.L.E.

<u>P</u>eople:	see P eople as a “whole person”, first
<u>E</u>nvironment:	build an E nvironment of H.O.P.E., trust, and healthy relationships.
<u>O</u>pportunities:	create O pportunities for growth and making G.O.O.D. decisions.
<u>P</u>rovide:	P rovide gentle interactions to show you C.A.R.E.
<u>L</u>earn:	L earn to appreciate differences in a team and treat all people with dignity and respect.
<u>E</u>mpower:	E mpower by using S.O.U.L. and positive, open communication.

WE MAKE DIFFERENCE



The Commission on Accreditation of Rehabilitation Facilities.

LADD is accredited by CARF since 1998: An internationally recognized, not-for-profit accrediting body that promotes quality, value, and optimal outcomes of services through an accreditation process centering on enhancing the lives of the people served.

MISSION, VISION, AND VALUES

Following the LADD Mission, Vision and Values is a requirement for all employees including the Board of Directors as well as provided to all people supported, families and stakeholders.

The Mission, Vision and Values of LADD are the foundation and culture of our organization. They are the philosophy and ethics that guide us in our delivery of services and in all of our interactions with the people we serve, their families/legal representatives, our co-workers/employees, regulatory agencies, and the community as a whole; everyone is our customer. Each and every person employed by LADD must make a commitment to follow our Mission, Vision, and Values while at work; it is part of our job requirements to be employed here at LADD. Additionally, following our Mission, Vision, and Values can help us to personally grow as positive, caring, and compassionate individuals in our own families and community. We are all here to make a positive difference in each others lives!!

MISSION

WE MAKE THE DIFFERENCE!

In everything we say and do, our goal is to “make the difference” in people’s lives; a positive difference! ‘The’ difference is a step above ‘a’ difference. It is going the ‘extra mile’ to make sure that you make a very positive impact on people’s lives. Our mission defines the “why” of “Why are we here?”to **Make The Difference**; a very positive difference in people’s lives!

VISION

ALWAYS STRIVING TO ENHANCE THE QUALITY OF LIFE FOR ALL WE SERVE!

We continuously work towards creating opportunities for meaningful and positive life experiences for everyone. We want to always move towards increasing the quality of life remembering that we serve the people supported, their families, each other, and the community.

VALUES

PEOPLE: SEE PEOPLE AS A “WHOLE PERSON”, FIRST.

We will see people as a “whole person”-- intellectually, physically, and emotionally (mind, body and spirit connection). People will always come first and foremost before a task; we are here to support PEOPLE. We will see all people as “who they are as a person” along with their abilities and strengths rather than a ‘dis-ability’. We will focus on strengths and how we can help build upon them. We will use language that does not label or demean people. We will use the Person Centered Planning process to assist people in making informed choices for their future. We will focus on the person and involve them in making informed choices that are meaningful and reflect their individual identity and give them control of their own lives. We are here to support, guide and coach people in their being in control of their own lives.

ENVIRONMENT: BUILD AN ENVIRONMENT OF H.O.P.E., TRUST, AND HEALTHY RELATIONSHIPS.

We will build a culture and environment of gentleness and **H.O.P.E.** – **Having Only Positive Expectations**. These positive expectations are for the people and ourselves which will also help us to develop caring, trusting, healthy relationships between the person served, ourselves/ employees, families, significant others in our lives and the community as a whole. Our environment starts within and expands to our immediate surroundings and then even into the community. We will insure each person we serve feels “cared for and valued” much like an extended family that we are all a part together.

OPPORTUNITIES: CREATE OPPORTUNITIES FOR GROWTH AND MAKING G.O.O.D. DECISIONS.

We will support the people we serve in achieving the outcomes they desire. Our goal is to offer the highest level of support services and provide the widest range of meaningful life and growth opportunities. We will provide all people with opportunities to develop their abilities feel a part of and be

a contributing citizen of their community. We want people to be able to express what they really want for their lives, feel in control of their lives, help them to achieve their goals, and learn to make **G.O.O.D.** decisions--**G**oal, **O**ptions, **O**utcomes, **D**ecision. Teaching and coaching people to choose a Goal, look at all their Options, weigh each Outcome, and make the Decision that is the best for themselves.

PROVIDE: PROVIDE GENTLE INTERACTIONS TO SHOW YOU C.A.R.E.

We will engage in warm, gentle interactions with people. We will use gentleness in our touch, actions, words, and wisdom. We support the culture of gentleness and the philosophy of Gentle Teaching by John McGee to help people feel safe, engaged, loved and loving/valued. We show we CARE by using Compassion, Affirmations, Relationships and Empathy to establish a feeling of companionship. Kindness and compassion are core competencies for all employees. Using affirmations, (positive feedback) helps to build self-esteem. Healthy, trusting relationships are important to create meaningful life opportunities. Empathy is used to really understand the needs of the people we serve and what they really want or are trying to express. We need to show we **C.A.R.E.!**

LEARN: LEARN TO APPRECIATE DIFFERENCES IN A TEAM AND TREAT ALL PEOPLE WITH DIGNITY AND RESPECT.

Each and every person deserves to be treated with dignity and respect; communication is vital to this process. What we say and how we say it, including our tone of voice and body language, demonstrates dignity and respect. We truly believe that all people are equally important and have different strengths that must be appreciated. We work together as a team with the person supported as part of that team and appreciate the strengths that each of us brings to the team. Our strengths and differences are what make each and every one of us unique and interesting as well as helps us each to expand our ideas, the way we think, the way we look at things. We respect each others perspectives and know that **TOGETHER-We Make The Difference!**

EMPOWER: EMPOWER BY USING S.O.U.L. AND POSITIVE, OPEN COMMUNICATION

We will empower ourselves and others by using our S.O.U.L.: Stop-take a deep breath, give yourself a few seconds to clear your mind, reduce stress; Open-your mind/body to all possible solutions, notice your 'gut' reaction, are you aligning with our values of P.E.O.P.L.E.; Understand-those values, the situation, the other person; and Link- to the best part of you; your compassion, kindness, caring, love, all that is good. Link to the person you are working with, communicating. Then move forward with your words and actions; using our values of P.E.O.P.L.E. to guide you in the right direction/decision. We are responsible to maintain open, honest, and positive communication with everyone. Each of us is responsible to Stand In Truth and communicate with a positive intent. Using your **S.O.U.L.** to follow our Mission, Vision, and Values empowers us each individually and together as a successful team; **Making The Difference** in all we say and do!!

WE MAKE THE DIFFERENCE