


ST. LEONARD'S COMMUNITY SERVICES LONDON & REGION
POLICY AND PROCEDURE MANUAL

| | | |
|---|---|---|
|  St. Leonard's community services LONDON & REGION | Section: Organizational Planning and Performance | Policy: 2.02 |
| | Subject: Principles of Service Delivery | Page 1 of 2 |
| | Original Approval Date July 8, 2019 | Last Review Date July 10, 2023 |
| | Approved By SLCS Executive Director | Last Revision Date June 8, 2021 |

POLICY

It is the belief of St. Leonard's Community Services' (SLCS) that our work is best guided by our Mission, Vision and Values and by adherence to the philosophical principles that guide the organization's service delivery.

Service is driven by the needs of the individuals receiving service and the communities we support. SLCS purposefully creates environments that emphasize physical, emotional and psychological safety, and foster interactions that facilitate healing and growth. SLCS uses evidence-informed and promising practices to design programs and services.


PROCEDURES

There is a commitment to engage participants in shaping programs and services to accommodate their uniqueness. SLCS' services are strength-based; promote autonomy, skill development and quality of life, in alignment with SLCS' values of Inclusion, Collaboration, Compassion and Accountability.

The following are SLCS' principles of service delivery:

- The organization's service participants and families have the right to experience quality care service, which is centred on their needs and designed to meet their unique strengths.
- The organization's service participants and families understand their rights and responsibilities within the limits of the service agreements.
- A mutual sense of trust is developed between the organization's programs, participants, families and other collateral service partners.
- Each person is entitled to be treated in a manner that recognizes their individuality and responds to their needs and preferences. This includes preferences based on ethnic, spiritual, linguistic, familial, identity, and cultural factors.
- The organization will provide a working environment that is free from discrimination and harassment, where individuals are accorded the respect to which they are entitled.
- The organization is committed to promoting health and wellness of all participants, their families and caregivers.
- The organization is committed to the support and development of evidence-based practices and service models, to the continuous review of these practices and to on-going improvement through professional development.
- The organization values the significance of a multi-disciplinary approach to the creation of a comprehensive intervention plan that encompasses a variety of approaches to best meet the participant's needs.

ST. LEONARD'S COMMUNITY SERVICES LONDON & REGION
POLICY AND PROCEDURE MANUAL

| | | |
|---|---|---|
|  St. Leonard's community services LONDON & REGION | Section: Organizational Planning and Performance | Policy: 2.02 |
| | Subject: Principles of Service Delivery | Page 2 of 2 |
| | Original Approval Date July 8, 2019 | Last Review Date July 10, 2023 |
| | Approved By SLCS Executive Director | Last Revision Date June 8, 2021 |

- The organization's approach is strength-based and is oriented towards competency building and social inclusion.
- We value partnership and a shared decision-making process with participants, caregivers and other service delivery agencies. SLCS uses a collaborative approach to case management that ensures the effective participation of other service providers.
- All members of the organization have responsibility and mutual accountability for conducting themselves consistent with the principles of good stewardship, such as, trust, fairness, honesty, authenticity, integrity, excellence and productivity.

All staff will receive education on the Principles of Service Delivery at orientation and on an annual basis.

References: Policy 2.01 Service Philosophy, Canadian Charter of Rights and Freedoms, Canadian Bill of Rights, SLCS Mission, Vision, Values