



## **Values and Tenets**

*The Arc of Tri-Cities believes in:*

**Quality Client Care** - The Arc believes all people with intellectual and developmental disabilities have strengths, abilities and inherent value; are equal before the law; and must be treated with dignity and respect. We believe in self-determination by empowering people with the support needed to make informed decisions and choices. Caring about the citizens with intellectual and developmental disabilities and their families is our reason for being. We reflect quality and excellence in all our services. Success will be measured by actual outcomes and not just by processes performed or dollars spent.

**Efficiency** - Good stewardship is fundamental to the way The Arc conducts business. Human and financial resources are organized to ensure that service outcomes are achieved efficiently. Duplication will be minimized and communication will be fostered between departments.

**Community Input** - The Arc will be flexible and responsive to changes in our social, economic and technological environments. The Arc works toward and believes all people have the fundamental moral, civil and constitutional rights to live, learn, work, play and worship in safe and healthy communities of their choosing. We encourage public review and participation.

**Collaboration** - The Arc is sensitive to the needs of all stakeholders in providing services. Citizens are provided services in the spirit of individual choice. Cooperative relationships with government, nonprofit and business sectors are fostered. Employees are respected and encouraged to be innovative.

**Ethical Workforce** - Our employees are our strength. Employees recognize they are entrusted to provide services to persons with intellectual and developmental disabilities and to conduct business in a responsive and professional manner that fosters public confidence.

**Equal Opportunity** - The Arc values diversity. We actively pursue and welcome diverse groups that include but are not limited by race, marital status, color, religion, ethnicity, national origin, age, geographic location, sexual orientation, gender, disability and/or other characteristics protected by law.

**Individual Worth** - The Arc of Tri-Cities believes every individual has sacred potential. We pledge to encourage, value and celebrate all individuals' unique efforts in seeking their potential throughout their lives.

**Respect** - We will seek, discover and value the gifts each person brings to the world.

1. We respect each person's personal identity that includes his or her family heritage, customs, rituals, the right to choose personal life goals, where and with whom to live, where to work and with whom to share his or her most intimate moments.
2. We believe each person has a sacred right to belong as a valued member of his or her community, perform valued social roles, have friends and participate in the life of the community.

**Diversity** - We celebrate diversity.

1. We will listen, observe and discover the spark of greatness that exists in the individuals we serve, our colleagues and our partners.
2. We will view the differences between and within individuals as diversity and not as deficiency.

**Supportiveness** - We'll be there.

1. We are unconditionally loyal to the persons we serve.
2. We will support needs to work, love, play and worship in fellowship with others.
3. We will respect and seek collaboration with our partners in meeting our vision and mission.

**Excellence** - We'll do our Best!

1. We will nurture our ability to grow and to discover new possibilities in ourselves, our world and those in whose lives we share.
2. We will encourage others to reach for their dreams and seek their potential.
3. Our destiny is to grow, to evolve, to learn, always becoming more of who we are.