

CORPORATE



Beliefs, Values, Mission,
Vision and Expectations
11/22/05



Introduction and Purpose

The following pages describe the structural framework of the corporate culture envisioned for the community of stakeholders associated with Hope Community Resources, Inc. Our Corporate Beliefs, Values, Mission, Vision, and Expectations are the essence of whom we are; what we try to accomplish; and why we exist as an agency. They are the touch stones that guide us each and every day with our decisions and practices. The following definitions are offered as guideposts as you travel through these materials:

1. **Community**- a group of people with a common characteristic or interest working together within a larger society; a body of persons having a common history with common social & human interests; a group linked through a shared kinship.
2. **Stakeholders**- people entrusted with maintaining the health, relevancy, and vibrancy of their selected community.
3. **Membership**- the state or status of being or belonging.
4. **Culture**-The integrated pattern of human behavior that includes thought, speech, actions and artifacts. It depends upon our capacity for learning and transmitting knowledge to succeeding generations.



BELIEFS

Here at Hope, we have expressed our corporate culture as a commitment to building a castle of *Trust* upon a foundation of spirituality, for a community of *Membership* to thrive and awaken *Dreams*. The *Essence* of any corporate culture can be found in its *Beliefs, Values, Mission, Vision, and Expectations* regarding member behaviors.

We believe:

1. In the dignity of life
2. In doing the right thing
3. That within each person there is an essence of beauty, value, worth, and goodness
4. In selfless leadership
5. That compassion and forgiveness are virtues
6. Understanding and effectiveness come with empathy, not sympathy
7. That all people seek a sense of belonging and competence to feel worthwhile
8. That conflict is “normal”
9. That “Magic Moments” not only happen, but can be fostered
10. In the importance of an ethical and moral foundation within a spiritual life.



VALUES

Our Belief's Generate Our Values. The *Values* that we *honor* here at Hope are as follows:

1. Individuality

All stakeholders of Hope are people first. No two people are alike – all are individuals. Everyone has a different set of strengths, needs, and preferences. Planning and support should be designed to honor each person's essence and individuality.

2. Integration/Inclusion

Every stakeholder should have the opportunity to live, work, recreate and have relationships in the community and the neighborhood of his/her choosing. Within this community of choice, each stakeholder should possess a basic sense of involvement, participation and contribution.

3. Relationships

Every stakeholder should have the opportunity to experience love and friendship with friends and family, and to develop meaningful, lasting, and interdependent relationships.

4. Security/Stability

Every stakeholder should have the opportunity to live a safe, healthy life and to experience continuity in their lives in the form of stable supports, relationships and housing.

5. Choice/Preference

Every stakeholder should have the opportunity to act on and select options that match chosen lifestyles and to receive supports for the skills necessary to make, recognize and evaluate the consequences of those choices

6. Opportunity

Every stakeholder should have a sufficient variety and frequency of opportunities to experience and express an individual lifestyle in which each person can contribute his/ her personal gifts.

7. Dignity/Status

Every stakeholder should be treated with dignity and respect, given every opportunity to demonstrate his/her value to the community.

8. Self Advocacy

Every stakeholder should have a right to advocate for his/her needs and desires.

9. Independence

Every stakeholder should have the opportunity to exercise maximum control over his/her life through the acquisition of necessary skills and supports.

10. Joy

Every stakeholder should have the opportunity to experience living activities that offer them happiness and joy.



MISSION

The *Mission* of Hope flows from our Corporate *Values*. The *Mission* statement addresses the purpose of our existence as a corporation. As stakeholders in this Community of Hope, we need to always keep our *Mission* statement in the forefront of our spirits.

The *Mission* of Hope is as follows:

The *Mission* of Hope Community Resources is to provide services and supports, requested and designed by individuals and families who experience disabilities, resulting in choice, control, family preservation and community inclusion.



VISION

The Corporate *Mission* flows directly from our Corporate *Values*. Combined, both *Values* and *Mission* grow into a Corporate *Vision* that sets out a desired possibility. This desired possibility governs the interactions of agency stakeholders, so that we all continue to strive for the privileged place that awaits us.

The *Corporate Vision* for Hope is as follows:

As members of the community of HOPE, we believe that our actions of *kindness, fairness, compassion, forgiveness* and *understanding* derive from a shared kinship, founded upon *values* and grounded in *integrity, loyalty, wisdom* and our belief in the importance of *dreams*.

We will approach each person and each day with *balance, commitment* and *vision*. This will assist us in building *inclusive communities* that promote *intellectual, emotional, social and spiritual* development within one another while allowing for healthy conflict. It is our desire to leave a legacy of sustainable excellence built upon continuous *learning, reflection, evaluation, and innovation* which create outcomes that better human kind.



EXPECTATIONS

The corporate culture that we choose to wrap around ourselves allows us to form meaningful *expectations* for each other. These *expectations* are based upon our *Membership* which holds us together in *Trust*. Therefore,

Our Corporate Expectations:

1. We at Hope expect one another to *find* the *good* and the *strengths* in others.
 - a) Hope does not want you to focus and dwell on the shortcomings and ugliness that may be in each one of us.
 - b) Finding the shortcomings and ugliness in others is too easy. Hope expects you to try harder and find the good and the strengths that are in all of us.
 - c) Hope expects you to take the time to get to know other members. Hear their individual stories. What have they experienced? What brings them here?
 - d) Hope expects you to listen and try to understand the unique perspectives of others. Not only see their good and value their strengths, but also appreciate their perspective and understand its purpose. Doing so will help to make your membership at Hope much more rewarding, and will likely enrich your life.

2. We at Hope *do not reject* others.

a) No individual will ever be summarily dismissed or made to feel unwelcome at Hope.

For those we support and their families, we will steadfastly demonstrate open admissions.

- (1) “Open admissions” means that those who seek refuge at Hope will not be summarily rejected because of their unique challenges.
- (2) Open admissions are not a hasty and reckless process where individuals are hurriedly brought into the fold of Hope without preparation and planning to identify and meet their individual support needs.
- (3) The true cornerstone of effective open admissions is a planful yet expedient process resulting in our understanding and appreciation for the expectations, dreams and fears of each individual and parent/guardian seeking our support.
- (4) Open admission also means that we will not capitalize on the desperation or existing crisis of those who may seek our involvement in their lives.
- (5) For all who seek our support, we must clearly communicate Hope’s expectations, values and beliefs in a manner and extent that allows people to make an informed decision to choose to join in membership with us. Furthermore, if an individual does not choose to join or continue in membership with us, we have a responsibility to ensure that they are guided to alternative service providers.

b) For prospective staff we will strive to ensure that those who seek employment understand the meaning of membership in Hope.

- (1) Prospective staff will learn about the importance of membership, the core values of Hope, and the expectations

of them as members of Hope, so that each employee makes an informed decision before choosing employment at Hope.

- c) Once employed, staff will have opportunities through training & supervision to continue to enhance their demonstration of the core values and expectations that are part of membership in Hope.

3. We at Hope *do not abandon other members.*

- a) The individuals who seek our services will more often than not require life-long support. The *fear of abandonment* by a service provider is very real for the individuals we support and their families.

- (1) Abandonment takes many forms, but is usually characterized by abruptness, disregard, and finality without the opportunity to return.
- (2) Staff are expected to help remove the fear of abandonment from those you support and their families.
- (3) Individuals and their loved ones must have confidence through our actions that Hope will not abandon them...ever...under any circumstance.

- b) Hope has affirmed and embraced a core belief of *no discharge*

- (1) “No discharge” means that we will never tell an individual or family that we refuse to work with them any longer, and they must seek services elsewhere.
- (2) However, “no discharge” does not mean that Hope will allow or tolerate its members to be hurt through the repeated disrespectful actions and words of one another.

- c) Hope has affirmed and embraced a core belief that membership, combined with good hiring practices; good job orientation and initial training; ongoing evaluation and staff development practices;

and positive teaching techniques will lead to a healthy and productive workforce. Hope will utilize positive techniques whenever possible for those coworkers who embrace the beliefs, values, mission and vision of the agency. If circumstances allow, Hope will attempt to find another way to teach coworkers the skills required for continued retention. Discipline and terminations will be carried out in respectful ways.

4. Hope expects you to be *respectful* and *not hurtful* in your interactions with others.
 - a) While Hope realizes that conflict is normal between people, Hope insists that all members behave in a manner that is respectful and not hurtful with others.
 - (1) Members who are repeatedly hurtful and/or disrespectful will be supported to change their behavior, as it can not and will not be allowed to continue...ever...under any circumstance.
 - (2) When a member can not or will not stop hurting others despite supports to stop, Hope will respectfully facilitate support or membership elsewhere without abandonment.

5. As a member of Hope you are expected to *do the right thing* rather than just do things right.
 - a) Your commitment to quality of efforts (i.e., “doing things right”) is a given, and need not be explained further. At Hope it is understood that poor quality of efforts or mindless completion of our various roles is unacceptable.
 - b) All members of Hope are expected to seek a “higher road”, i.e., demonstrate quality efforts and behave in accordance with the core values and expectations of membership in Hope.