

	SECTION: 01 Administrative	Pages: 2	Policy Number: 01-29
	Subject: Service Principles and Delivery		

POLICY

It is the belief of Banyan 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.

PURPOSE

To provide guidelines to Banyan staff on the organizations’ Philosophy of Service Delivery.

A. DEFINITIONS:

None for this policy.

B. PROCEDURES:

1. Philosophical principles

- 1.1. The organization’s clients, youth, children and their families have the right to experience quality care, which is centered on their needs and designed to meet their unique strengths.
- 1.2. The organization’s clients, youth, children and their families understand their rights within the limits of their service agreements.
- 1.3. The organization promotes the use of least intrusive measures necessary to ensure the safety of persons served, staff students and volunteers.
- 1.4. A mutual sense of trust is developed between the organization’s programs, clients, youth, children and their families and other collateral service partners.
- 1.5. Each person is entitled to be dealt with in a manner that recognizes his or her individuality and that responds to his or her needs and preferences. This includes preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- 1.6. 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.
- 1.7. The organization is committed to promote health and wellness of all clients, youth, children and their families.
- 1.8. The organization is committed to the support and development of evidence based practices and service models, to the continuous review of these practices, and on-going improvement through professional development.
- 1.9. 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 client’s needs.
- 1.10. The organizations approach is strength based and is oriented towards competency building and social inclusion.
- 1.11. We value partnership and shared decision-making process with clients and other service delivery agencies. Banyan uses a collaborative approach to case management that ensures the effective participation of other service providers.

1.12. 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.

2. All staff to receive education of the Philosophy of Service Delivery at orientation and on an annual basis.

C. REFERENCE SOURCES

- Canadian Charter of Rights and Freedoms
- Canadian Bill of Rights
- Banyan Mission, Vision, Values

D. CROSS REFERENCE:

- 13-1-5 Youth Criminal Justice Act Preamble and Declaration of Principles
- 03-7 Searches
- 06-2 Young Persons in Detention
- 06-3 Young Persons in Custody
- 10-2 Food and Nutrition
- 19-1 Client Bill of Rights

E. REVIEW DATE: This policy is to be reviewed every 3 years. The next review date is.

Endorsed by	Date
Program Management	June 2017
Approved by	Date
Senior Management Team	September 27, 2017