

|  |   |
|--|---|
| <p>Rainy River District<br/>Social Services Administration Board</p> | <p>Policy Area</p> <p><b>GOVERNANCE</b><br/>Ends Policies</p> |
| <p><b>END TARGETS</b><br/><b>SERVICE DELIVERY PRINCIPLES</b></p>     | <p>Policy Number</p> <p>G-23.1</p>                            |

## Preamble

The Rainy River District Social Services Administration Board (RRDSSAB) is committed to *Excellence in Governance*. In that respect, RRDSSAB does not dictate a rigid model of service delivery but rather, defines a broad framework and common understanding for providing services which allows for a multiplicity of intervention strategies within its multi-service organization.

## Policy

Programs and services administered by the RRDSSAB will adhere to the following broad-based service delivery principles:

- a) **Families and individuals are diverse:** The cultural, racial, socio-economic, and functional diversity among families and individuals requires acceptance and respect for service delivery to be meaningful. Imposing value systems of a nature foreign to a family or individual will only create disruption, confusion and resentment.
- b) **Families and individuals are unique:** The uniqueness of each family and individual requires an individualized and flexible approach to goal identification and planning for service.
- c) **Families and individuals should be empowered:** The primary goal of good case/service planning is the empowerment of families and individuals. To achieve this, all possible information and dialogue is directed to enhancing a family or individual's management skills, and promoting a sense of competence and worth.
- d) **Families and individuals need well-coordinated service**

**delivery:** The need for services can place unusual demands and stresses on families and individuals. To address a family or individual's needs with sensitivity and satisfaction, a well-coordinated system of service delivery is required.

- e) **Families and individuals need collaborative service delivery:** Successful coordination of service delivery requires a high degree of collaboration between families/individuals and service providers. No one service provider can meet the diversity of needs of the family or individual.
- f) **Families and individuals need normalization:** Service delivery should reflect the most natural way for a family or individual to operate privately and within their own community.

**ADOPTION & REVIEW GUIDELINES**

*Approved by Res. #05/99 on 14 January, 1999  
Reviewed/Revised by Res. #87/02 on 17 October, 2002  
Reviewed/Revised by Res. #99/06 on 14 September, 2006*

*Approximate date of next review: September, 2009*

|                    |                    |                               |
|--------------------|--------------------|-------------------------------|
| <b>REFERENCES:</b> | <b>POLICY AREA</b> | <b>POLICY NAME AND NUMBER</b> |
|--------------------|--------------------|-------------------------------|