



208 W. Main Street
Elbridge, NY 13060
315-252-7889
1-800-HOMECARE
315-252-0453 fax

QUALITY ASSURANCE

ElderChoice, Inc. Statement of Values

The following represent ElderChoice's organizational and behavioral principles, goals and standards that will permeate and govern our professional relationships, systems design, and daily operations. As an organization, we will strive to achieve the highest levels of QUALITY, COMPLIANCE, and EFFICIENCY.

- 1- Human Dignity – We believe that people matter and that every interaction with another individual offers each of us an opportunity to reinforce this. At ElderChoice we will demonstrate this by;
 - Representing ElderChoice and treating others in a professional manner.
 - Respecting the uniqueness and individuality of each person we interact with.
 - Relentlessly pursuing ethical, high moral standards in our work and professional relationships.
 - Reinforcing each individual's right and responsibility to choose his or her life direction.
 - Recognizing and rewarding efforts to improve each one's contribution to achieving the Vision, Mission and Values of ElderChoice.

- 2- Progress – We believe that all progress requires change but that not all change is progress. Because of this, we will strive to continually identify, develop and take action on realistic goals that focus on bringing about lasting improvement for the organization and those we support. This will be demonstrated by;
 - Clarification of vision, direction, and organizational goals.
 - Evaluating performance at every level and developing systems and facilitating efforts to improve it.
 - Focusing resources on the research and development needed to identify opportunities for improvement in every system and working relationship.
 - Decisions will be fact based and values driven.
 - Reinforce the reality that lasting change occurs in an environment where Continuous Evaluation and Quality Improvement strategies are applied.

- 3- Collaboration – It is clear to us that nothing of lasting value is accomplished by the efforts of one individual acting alone. Therefore we will commit ourselves to developing and sustaining the attitudes and skills required to effectively work with others to achieve lasting improvements for the people we support together. We will exhibit this by the effective use of;
 - Working relationships to plan for the future and to solve problems
 - Problem solving tools and skills
 - Short and long range planning
 - Engaged participation at every level of the organization

- 4- Integrity – This condition exists when there is a harmony or, congruence between what is “thought, said, and done” by an individual or organization. ElderChoice will strive for this by;
- Diligently pursuing “error free” regulatory compliance.
 - Performing our individual duties in a way that aligns with ElderChoice’s Vision, Mission and Values.
 - Keeping our agreements and commitments.
 - Holding ourselves and each other accountable as it applies to these values.
- 5- Open, Honest, Respectful Communication – In the simplest of terms an organization has been defined as “anything that talks to itself.” Communication is the life blood of any organization and so we will seek to enhance its effectiveness at ElderChoice by;
- Honoring the “Chain of Command” in and between departments.
 - Seeking to fully understand and meet the needs of others whenever possible.
 - Valuing feedback from staff regarding the systems they are members of and the professional relationships they have within ElderChoice.
 - Communicating performance expectations in a way that can be understood in terms of motivation and behaviors.
 - Managing conflict in a way that brings about understanding and resolution.
 - Keeping confidences with each other.
- 6- Judgment – When clarity fades sound judgment is required. Because there are an endless number of complexities and challenges involved in working with people and/or today’s systems of care, our leaders and staff must be able to accurately interpret and apply ElderChoice values to these challenges. To prepare for these inevitable situations we will strive to develop;
- Informational systems that provide effective, timely input and feedback for addressing complex situations.
 - Key measurements that provide insight into problem areas and related factors.
 - Training that provides our staff with the tools and skills necessary to interpret and take effective action on complex situations.
- 7- Stewardship – We believe that all assets are valuable resources to be appreciated, cared for, and respected. How we manage our staff, finances, facilities, ideas, talents, experience, property, and relationships will demonstrate our commitment to good stewardship at all times by;
- Limiting waste or neglect of supplies, ideas, and resources.
 - Utilizing “Green Practices” including recycling, pollution prevention, and care for our natural environment.
 - Our commitment to safety for all.
 - Maintaining an organized and excellent physical environment.
 - Maintaining ourselves in a way that mirrors our individual and organizational value.
 - Being grateful and protecting what has been entrusted to us.

Our Mission:

To provide exceptional, person centered services to individuals in their home and community.