Living our Core Values

Daughters of Charity Service for Persons with Intellectual Disability

Mission Statement

According to the spirit of St. Louise de Marillac and St. Vincent de Paul and inspired by their Christian vision of service to those most in need, the Daughters of Charity Service for Persons with Intellectual Disability recognises that each person possesses a unique dignity and potential.

We are committed to:

- The development of the potential of each person with an intellectual disability in an atmosphere characterised by love, respect and creativity
- Enabling each person with an intellectual disability within the Service to take his/her place in society and in turn to contribute in a meaningful way
- Giving priority to people with the greatest need
- Advocacy and to the promotion of justice for persons with intellectual disability.

The core values that guide us in our mission are service, respect, excellence, collaboration, justice and creativity.

Foreword

The core values that guide us in our mission are service, respect, excellence, collaboration, justice and creativity. These are as set out in the Mission Statement of the Service. These values are at the centre of our daily work. Persons with intellectual disability are potentially the most marginalised and disadvantaged in society. It is through our work and living the core values that this potential disadvantage is avoided. Life is about people. The dignity of each human being is sacrosanct. From the very beginning the Daughters of Charity worked with the most vulnerable in society – the poor. In those days poverty was the result of many different afflictions among which were counted disabilities and sickness. Today, the work of the Daughters of Charity continues to support, serve and provide a level of care that promotes a life with dignity and respect.

As staff of the Service for Persons with Intellectual Disability we are called upon to embrace that work and to serve. We strive for excellence and advocate for the resources to enable us achieve it. We collaborate with other service providers and with families, carers and national representative organisations as fellow advocates for those we serve. We employ creative and innovative ways of achieving high standards of care and service and we seek to achieve justice and meaningful participation for persons with disabilities in the life of their communities. Let us be energised to continue that work by living these core values.

Walter Freyne
Chief Executive Officer

These core values which we profess, were also the values which St. Louise de Marillac and St. Vincent de Paul lived, and encouraged in those who served with them.

Following each core value are some quotes taken from their letters or talks, but of course it is the example of their lives that is a greater testimony to the importance they gave to living the values.

These quotes are obviously in the language of the 17th century but we can see that the sentiments are similar to what we have expressed in this booklet.

"It is not enough to be engaged in the service of people in need, although this is a blessing which you will never be able to esteem enough. What is necessary is to have the solid values which are essential in order to carry out well the work in which you are so happy to be employed".

St. Louise de Marillac

Service

holistic approach characterised by love and compassion

We will look for opportunities to provide service by:

- ensuring that each person will experience unconditional acceptance and respect in a safe, loving, caring and purposeful environment
- supporting and enabling service users with love and compassion to meet their own needs
- being helpful and considerate, always doing that little bit more than is necessary and to keep on doing it
- meeting the smallest needs of the individual graciously
- recognising and empathising with the needs of others and delivering a service which encompasses a holistic approach
- listening, observing and learning about the individual rather than assuming we already know
- providing opportunities for each person to engage in functional activities that are valued by society and meaningful for the individual themselves
- treating each person as an individual with individual needs and requirements, and their own belief system
- maintaining the dignity of each person and respecting their privacy.

We will maintain partnership by:

- using a team approach that is client-centred and inclusive
- facilitating friendships and family contact
- sharing our skills and expertise
- working with service users, their families and significant others
- availing of local community services and providing opportunities for service users to participate in wider social networks with non-disabled people
- ensuring that each person is empowered to make personal choices and take control of their own life.

We will provide a safe environment by:

- protecting and respecting the rights and entitlements of each person
- ensuring that everybody has an opportunity and a safe place to speak about issues or problems
- providing safe work practices.

We will pursue improvement by:

- developing our skills, techniques and knowledge so as to deliver the best quality of service for all service users
- learning from experience gained
- ongoing evaluation of work practices
- striving to achieve a high quality service
- providing a service that is responsive to the changing needs of service users
- being proactive rather than reactive in our provision of care
- focussing on the provision of a service which is responsive to individual service users' needs and requirements.

We will fulfil our obligations by:

- focussing on ability rather than disability
- providing a service that is person-centred
- respecting the need for advocacy
- appreciating the resources available to us and making good use of them
- ensuring that each person is enabled to develop the skills and experience they need in order to move into employment or pursue individual interests
- adhering to the Service's Policy Documents.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

As for your conduct toward those you serve, may you never take the attitude of merely getting the task done. You must show them affection; serving them from the heart — inquiring of them what they need; speaking to them gently and compassionately.

St. Louise de Marillac

We must strive to soften our hearts and make them sensitive to the suffering and worries of the neighbour.

St. Vincent de Paul

You should bring to those in need two kinds of food: corporal food and spiritual food.

St. Vincent de Paul

Continue to serve others with great meekness, respect and cordiality.

St. Louise de Marillac

It is not enough to visit people and to provide for their needs; one's heart must be totally emptied of all self interest.

St. Louise de Marillac

All must be done with gentleness of heart and humility, as we consider the interests of those with whom we are working rather than our own.

St. Louise de Marillac

Respect

a high regard for the dignity of each person

We will appreciate the dignity of all persons by:

- respecting individuality and acknowledging uniqueness
- accepting differences in a non-judgemental manner
- acknowledging their giftedness
- respecting each one as a valued member of community with a contribution to make to that community
- allowing each one to grow at their own pace
- being sensitive and respectful of each person's beliefs and cultural customs
- making each person feel worthwhile
- treating each person as we would like to be treated.

We will be courteous and friendly by:

- initiating and responding to greetings
- responding appropriately to requests
- calling others by their name
- remembering to say 'please, thank you' etc.
- ensuring we never say or do anything to make another feel embarrassed or uncomfortable
- anticipating needs in vulnerable times
- presenting ourselves in a professional manner.

We will respect the privacy of others by:

- maintaining confidentiality
- abiding by professional standards
- knocking on doors before entering
- being careful with others' belongings
- being sensitive when assisting service users with personal intimate needs.

We will take time to:

- listen attentively to others.
- provide opportunities for others to express their opinions and views
- converse with service users as we interact with them
- find out how others want to be treated.

We will recognise the right of service users to be:

- informed of interventions and options available to them
- involved in choices and decisions which affect their lives, as appropriate (or family/advocate on their behalf)
- in a comfortable, clean environment
- facilitated as far as possible in programmes/activities suited to their specific needs
- treated with sensitivity regarding issues, anxieties and traumas in their lives.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

Treat those you serve with respect and humility.

St. Louise de Marillac

Above all be very gentle and courteous toward the people you serve; love them tenderly and respect them deeply.

St. Louise de Marillac

Let us cherish the poor as our masters.

St. Vincent de Paul

We owe honour and respect to everyone.

St.Louise de Marillac

Excellence

developing and maintaining the highest standards in our Service

Service users will receive:

- the highest standard of care
- health promotion
- person centred planning
- good care and working environment.

All staff members will engage in:

- accurate, timely reporting and record keeping
- effective resource management
- effective communications
- reflection on decisions and outcomes
- continuous quality improvement
- advocacy and involvement of family members.

Service management will engage in:

- audit and measurement
- evaluation and accountability
- accreditation
- benchmarking
- updating staff's professional knowledge and skills
- coaching and mentoring
- promoting a team approach
- performance review.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

"We must give to the people we serve the best we have, because it is theirs by right."

St. Louise de Marillac

"Do your utmost in the service of those in need"

St. Louise de Marillac

"Do not rest content with doing good, but do it in the way God wishes, that is to say, as perfectly as you can."

St. Vincent de Paul

Collaboration

mutual support for the total development of each person

We will collaborate with each service user by:

- allowing them to express their desires and needs
- being open to their ideas and contributions
- including them in decisions regarding their own lives.

We will involve family and significant others:

- by maintaining an open relationship with them, ensuring they are involved as partners in care on behalf of the service user
- by respecting their role in the service user's life
- in regular reviews of Individual Programme Plans or Care Plans.

We will collaborate with our co-workers by:

- respecting each other's point of view and valuing each other's contribution
- encouraging each other
- acknowledging each other's talents and limitations and remembering to say thank you
- taking responsibility for attending staff meetings or receiving feedback from same
- maintaining a good communication system, verbal and written, to ensure continuity of care
- approaching the performance review with openness
- working together and sharing the workload
- solving problems in a friendly and co-operative manner.

We will continue to develop and maintain an interdisciplinary approach by:

- respecting the professionalism of each discipline
- collaborating with the necessary disciplines to ensure quality of life for the service user
- promoting team involvement through all disciplines.

We will collaborate with other agencies to:

- share knowledge and skills
- advocate on behalf of service users.

We will link with the local community and use community facilities as appropriate.

We will strive to maintain an excellent system of communication between departments to avoid gaps in service so as to:

- maintain continuity of care
- review progress
- facilitate updating and revision of service user's individual goals
- promote effective teamwork
- support and encourage each other
- provide format for staff to share views and discuss strategies
- keep others informed of developments and/or needs.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

We should assist the people we serve in every way, and do it both by ourselves and by enlisting the help of others.

St. Vincent de Paul

Mutual support makes easy all that nature finds difficult and enables us to find consolation in the middle of turmoil.

St. Louise de Marillac

The more that love and union characterise the relationship among the co-workers, the more surely will an atmosphere of peace and a sense of well-being pervade the institution and have its noticeable effects on the clients, personnel and visitors.

St. Vincent de Paul

Justice

advocating for the rights of service users

We will become the voice of our service users by:

- identifying and responding to their needs of body, mind and spirit
- making others aware of their needs
- making them aware of their rights and ensuring they are not restricted from practising them
- respecting their human rights and rights to privacy
- using opportunities to make the public and politicians aware of their rights
- empowering them
- promoting and encouraging self- advocacy groups
- promoting ability rather than disability
- treating each person fairly
- listening and responding to their complaints
- giving them choice in their daily lives
- ensuring they are not exploited
- recognising injustice and ensuring it is addressed
- not imposing our own will on them
- giving them the opportunity to access local facilities in the community
- providing meaningful activation, training and employment opportunities for them
- striving towards providing an equitable service for all.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

Charity is not charity if it is unaccompanied by justice.

St. Vincent de Paul

It seems to me that I have made known only too clearly the tremendous needs of the poor infants and of the wet nurses."

St. Louise de Marillac

"I shall have a serious talk with the Attorney General about the matter and about a means of assisting those poor creatures at the Foundlings."

St. Vincent de Paul

"Justice consists of that love which in words, actions and attitudes I am obliged to render to my neighbour. Thirst for justice must lead us to desire greater things"

St. Louise de Marillac

Creativity

being innovative, imaginative and resourceful

We will be innovative by:

- using different situations to stimulate our service users
- being open to change
- putting forward new ideas and new activities
- allowing freedom of expression
- adopting new ways of doing things
- allowing service users to experience new things
- planning new food menus
- utilising the strengths and interests of both staff and service users
- appreciating the service users' creative approach to tasks, i.e. projects, rather than expecting them to conform to staff's ideas on how things should be done.

We will be imaginative by:

- giving service users the opportunities to approach activities with an "open mind"
- trying new ideas/activities with existing materials
- having variety in schedules and daily routines
- allowing service users the opportunity to choose their own social outings
- looking and examining the activities provided by the Service through the eyes of service users, their families and carers
- setting up new groups suitable to the particular clientele, e.g. retirement groups
- using drama to facilitate service user led fantasy and creative expression.

We will be resourceful by:

- presenting service users with a range of choices and giving adequate support to maintain this
- encouraging participation in a wide variety of activities
- researching and knowledge expansion of the benefits of all areas of activation
- asking questions and learning from service users and from our co-workers
- sharing information and co-operating with one another with particular reference to new ideas
- seeking out the support of other agencies e.g. Arts Council.

CHOOSE OTHER BEHAVIOURS AS APPLICABLE TO YOUR UNIT/DEPARTMENT.

Have foresight when tending to others; anticipate their needs.

St. Vincent de Paul

Love is inventive to infinity.

St. Vincent de Paul

If a thing could be looked at from a hundred angles, we should always look at it from the best.

St. Vincent de Paul

Changes are always difficult and it takes time to learn new ways of serving others skillfully and well.

St. Louise de Marillac