

## Basic Principles

All written and unwritten policies and procedures for the Benton County Developmental Diversity Program will adhere to the following principles.

1. Respect people
2. Benefit others
3. Be compassionate and understanding
4. Be fair
5. Be responsible

### Explanation of Basic Principles

1. Respect People: We respect people's rights and choices and their rights to make choices. This includes the right to privacy and confidentiality. We honor the worth and dignity of all individuals. The people who have to live with the decision should make the decision. Our role is to offer support, information, counsel, and options.
2. Benefit Others: We act in ways to benefit others by doing good and preventing harm. We make efforts to ensure the well-being of others by working together to support healthy and happy individuals and communities. We will implement programs and services in such a way that access is welcoming and easy. If the system demands complexity, we will bear the burden of it and make processes as simple as possible for the people we serve. We provide services in ways that benefit others not in ways that are easier for us.
3. Be Compassionate and Understanding: We care about and try to understand the whole person through listening and acting with genuine concern. Supports are individualized. They are flexible, responsive, and sensitive to the unique needs of the individual, family, and culture.
4. Be Fair: We treat all people fairly with equal access and opportunities. It is not our role to judge. Our role is to give people every opportunity to succeed. We will comply with all applicable rules and interpret rules with a generous intent to facilitate meeting the needs of individuals covered by the rule. If we make a mistake, we will take responsibility for

correcting the mistake. People should have equal access to equal services that provide equal rights and equal opportunities.

5. Be Responsible: We are responsive to needs and address them in a responsible way. This includes being honest and trustworthy, communicating clearly and openly, and using resources and gifts wisely. We will always try to serve people at the appropriate level of support with the understanding that too much or too little support can fail to meet needs. We will work towards just the right amount to ensure health and safety and to enhance independence and choice. We will work with all of our partners with respect and seek to develop trust-based relationships. We will be honest and forthright in our communications and actions. If we promise something, we will deliver it. If we can't deliver, we won't promise.