Kerry's Place Autism Services
Charter of Commitments

A commitment between staff and families of supported individuals

When you entrust a family member to Kerry's Place for care and support, it is an important and emotional decision. It also is the start of a partnership that may be short term or long term.

This "Charter of Commitments" has been designed to help families understand what to expect from your partnership with Kerry's Place. The Charter helps identify actions and principles that apply to Kerry's Place staff and families alike.

The Charter was developed by the Family Advisory Committee (FAC), in collaboration with the Kerry's Place staff, at the request of Kerry's Place Board of Directors and Executive Leadership Team. The expectations are grouped according to how they align to Kerry's Place core Values: Respect, Integrity, Choice, Collaboration and Excellence.

Several recurring themes emerged as the Charter was developed and are reflected throughout:

- the need for **regular collaboration** among the staff, experts and families at Kerry's Place involved in the care of the supported individual;
- recognition that optimum **quality of life** can only be achieved in a safe environment respectful of unique individual needs;
- a culture of **open communication and transparency** must be encouraged and maintained between families and staff, at all levels.

The Charter of Commitments represents a **commitment between staff and families** of a partnership guided by the continuing commitment of Kerry's Place to its Mission, Vision, and core Values from day one and for many years to come.

January 2025

Kerry's Place
Autism Services

Kerry's Place Value Statement	What can my ***family member and I*** reasonably expect from Kerry's Place?	What can Kerry's Place reasonably expect from ***me***?
Demonstrate **RESPECT** by celebrating diversity, supporting inclusion and advancing the dignity and uniqueness of all persons.	• Safe, compassionate, quality care that recognizes my family member's abilities and helps achieve optimum quality of life • To have their unique identity and personality recognized and considered at every point of contact with Kerry's Place • To receive the clinical care and other support programs needed to live with minimal conflict in their residence and the wider community • To respect their dignity by treating them fairly with compassion, free from discrimination, abuse, or harm • Residential placement that puts a premium on overall compatibility and quality of life • Privacy will be respected and personal details shared in confidence only with those directly involved	• Appreciate that staff are working with the best interests of my family member in mind • Respect the rights, privacy, property and diversity of staff, other supported individuals and their families • Respectful interaction with staff in the face of difficult or challenging decisions or situations • Open and honest communication with staff on matters regarding my family member • To report any observations of abuse or neglect
Demonstrate **INTEGRITY** through truthful, accountable and ethical actions and relationships.	• To the best of their ability, staff will act in the best interest of my family member • A culture in which open, thorough, regular communication with staff is promoted, encouraged, and highly valued • Access to records charting my family member's health and well-being, and understand where and how that information is used by others • Incidents and activities affecting my family member will be communicated promptly while respecting the confidentiality of others • Concerns or issues involving my family member will be heard openly and constructively, with a commitment to acknowledgement and resolution in a timely manner • Decisions, development plans and programs supporting my family member will be implemented as agreed, and any changes will be mutually agreed upon except under extenuating circumstances where I will be notified as soon as possible	• I will ensure the information I share about my family member is accurate, timely, and complete • I will reinforce decisions and support plans/programs developed for my family member • I will respect and maintain the privacy of information shared with me in confidence
Empower **CHOICE** by giving opportunities and supporting the right of all persons to make informed decisions.	• An environment in which my family member is able to make day-to-day personal choices to the extent of their capability • Staff will provide options that enable informed decisions about the development and care of my family member • Choices and options will evolve over time to reflect abilities, available resources and funding • Sharing information about programs and financial options that support recreational activities	• Be open-minded and respect day-to-day personal choices made by my family member • Communicate my family member's preferences to staff to help in developing appropriate options • Use information provided by Kerry's Place to become knowledgeable about available choices • Understand choices may be limited by available funding, resources, and other considerations

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Promote **COLLABORATION** through person-centred care and partnerships, seeking input and valuing diverse perspectives.	• Access to a support team tailored to meet my family member's evolving needs • An active, collaborative relationship with staff committed to my family member's needs and best interests • Acknowledgement of my important role as a team member, advocate, and substitute decision maker • Regularly scheduled communication on matters I deem important to me and/or my family member • A commitment to offer opportunities to engage socially with families of other supported individuals	• Be open, honest, and constructive with those who support my family member • Be receptive to different ideas and points of view that could benefit my family member • Participate actively in discussions and planning sessions about my family member's goals • Understand that I have a role in reinforcing support plans in my interactions with my family member • Be receptive to connect and/or engage with family members of other supported individuals
Strive for **EXCELLENCE** through continuous learning and quality improvement.	• Ongoing access to new programs / approaches and the opportunity to try new experiences to foster development of skills, abilities, and personal growth • Goals and objectives that are specific and geared towards improving quality of life and participation within the community • Sharing of relevant new information / best practices as required • Staff who are continually improving their knowledge and skills in emerging best practices to better support my family member • Having the opportunity to provide input and feedback to the development of goals or support plans	• Be receptive to mutual exchange of relevant new information / best practices with staff • Be willing to become informed and involved with Kerry's Place and to develop a broader knowledge and understanding of ASD • Provide staff with relevant history / observations that help on-going refinement of programs & plans • Be patient and supportive of changes to routines, development plans and activities

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