

# Agency Vision & Values



## Robson Valley Community Services (RVCS)

It's important for all those involved with RVCS (staff, clients, board members, volunteers, contractors) to have a solid understanding of the agency's vision & values. Reflections in delivery of service outcomes with agency visions and values is essential in attaining improved quality of care.

### RVCS Mission:

Robson Valley Community Services is a charitable organization dedicated to strengthening individuals, families, and communities by providing programs and services, and developing partnerships within a rural environment. \*Please Note, RVCS is a non-profit, charitable, nonpartisan organization dedicated to serving the needs of all community members and, as a result will not represent any one particular special interest group or business.



### Our Commitment to Diversity:

Robson Valley Community Services is an equal opportunity employer and will deliver services with the aim of accessibility and inclusion for all clients regardless of their gender, culture, physical abilities, immigration status, colour, sexual orientation, religion, income level, family members' choice of trade or isolation status.



### Our Vision:

Robson Valley Community Services aims to continually adapt and respond to the ever-changing needs of the Robson Valley, from a community social-service perspective.

### Our Core Values

#### Accountability & Transparency

We are aware of who we are accountable to, and commit to maintaining records and communicating effectively with all stakeholders in order to provide information, that is easily understood, on how we deliver services.

#### Client-Centered services

We serve the community as a whole and not the interests of any specific or special interest group(s).

#### Confidentiality

We will not reveal information about our clients or contracts to anyone, under any circumstances, without their written consent or as required to do so by a court of law.

#### Dignity & Respect

Regardless of who the client is, and regardless of their behavior or background, the client deserves to be treated as a person of worth and value.

#### Professionalism

All community members are entitled to professional competence, commitment to and observance of professional ethics. RVCS will never, under any circumstances, impose the personal or agency beliefs and values upon clients.

#### Timely Response

We will respond appropriately and promptly to all community member ideas and concerns, while encouraging positivity through respect and commitment to our work.



### Ethical Code of Conduct:

All RVCS internal stakeholders, committed to professional standards of practice, will hold to following code of ethics. Please refer to the detailed RVCS Ethical Code of Conduct policy for further details. In all instances, internal stakeholders will:

- Be fair and ethical in their business practices and will respect the confidentiality of their clients.
- Be guided by consideration for dignity, rights and independence of all clients.
- Ensure their conduct, appearance, deportment, and actions will at all times and in all places inspire confidence and reflect credit upon themselves and the agency.
- Inform clients about their care and to ensure informed consent prior to providing service.
- Provide competent care to clients and be accountable for the outcomes of their actions.
- Recognize it is their obligation and duty to assist and cooperate with other agency staff by faithfully adhering to the principles outlined in the agency's Policy and Procedure manual, and by staying within the limits of their abilities, referring elsewhere when needed.
- Respect and accept a client's individuality and integrity regardless of race, creed, gender, lifestyle or social status.
- Take responsibility for their individual and ongoing self-care.

### Statement of Philosophy:

As the social service safety net of the Robson Valley, RVCS wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, the leadership team has the additional responsibility to lead in a manner which fosters an environment of respect for each person. It is the responsibility of all staff to:

- Administer all policies equitably and fairly, recognizing that jobs are different, but each is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers
- Encourage growth and development of employees by helping them achieve their personal goals at the organization and beyond
- Foster cooperation and communication among each other
- Promote harmony and teamwork in all relationships
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it
- Strive for mutual understanding of standards for performance expectations, and communicate routinely to reinforce that understanding
- Treat each other in a fair manner, with dignity and respect

**If you have questions about our Visions & Values, or would like to provide feedback, please contact us at [info@rvcsbc.org](mailto:info@rvcsbc.org).**