

## PARLEY SERVICES SERVICE PRINCIPLES

### **Our Vision**

***Parley empowers people with diverse abilities in partnership for positive life change through efficient and measurable learning.***

### **Our Mission**

Parley Services works with adults and youth with mental health challenges. Our person-centered approach is a collaborative process that assesses, plans, implements, monitors, and evaluates the options and services required to optimize personal development and successful interdependence.

Parley Services builds ecologically sustainable support systems by developing Positive Behaviour Support programs that facilitate rehabilitation strategies, enabling and empowering the client and his or her primary supporters to independently pursue the client's desired quality of life.

In all our work, our foremost purpose is to ensure that the individual's psychosocial needs are being met; learning is taking place; and new habits are being successfully integrated into daily life. In this purpose, we also seek to ensure that our team members and members of client service teams have the understanding, knowledge, support, and encouragement essential to providing superior client service and achieve successful outcomes.

### **Our Ethical Principles**

Parley Services abides by and takes guidance from the published Guidelines for Responsible Conduct of the Behavior Analyst Certification Board (BACB) and the published Code of Conduct of the College of Psychologists of British Columbia. Both documents are available online and can be viewed through the links below:

[Behavior Analyst Certification Board Guidelines for Responsible Conduct:](http://www.bacb.com)  
[www.bacb.com](http://www.bacb.com)

[College of Psychologists of British Columbia:](http://www.collegeofpsychologists.bc.ca/)  
<http://www.collegeofpsychologists.bc.ca/>

Parley Services team members are encouraged to consult with the Parley Services Practice Leader with respect to any questions or concerns the team member may have with respect to the BACB Guidelines for Responsible Conduct or the College of Psychologist's Code of Conduct. A Parley Services team member does not make her or his own interpretation of the BACB Guidelines for Responsible Conduct or the College of Psychologist's Code of Conduct for his or her work for Parley Services without consulting with the Parley Services Practice Leader.

## **Our Core Priorities in Delivering Service:**

**Priority 1:** Person-centered focus, finding the ways to offer choice and control to our clients

**Priority 2:** Accommodation for each individual's capacity that empowers self-determination and accountability

**Priority 3:** Cognitive rehabilitation to optimize functional capacity and participation

**Priority 4:** Functional communications teaching to enable effective interactions in the client's environment

**Priority 5:** Positive Behaviour Support that empowers everyone in the client's environment to facilitate productive outcomes

## **Our Service Principles**

Parley Services service principles embrace the ethical principles set out in the BABC Guidelines for Responsible Conduct, and ensure that our standards of service meet the needs and expectations of our clients. We believe:

### **In all our work**

- Every individual deserves to be treated as credible, and with respect, dignity, and personal responsibility.
- An individual's personal growth is optimized when he or she has acceptance, encouragement, and constructive support in his or her life.
- An individual is empowered when he or she is self-determining and self-reliant.

### **In our client work**

- Every individual has the right to be a participating member of the community in which he or she lives.
- Every individual has the right to determine his or her living arrangements within his or her means.
- Every individual deserves to have barriers to independence addressed proactively with adaptation or accommodation.

### **In our behavioural support work**

- When an individual elicits behaviour that creates problems, we first determine what are the specific needs not being met for that individual.
- Behaviour support is a collaborative process that offers options and solutions that the individual wishes to address.
- When natural consequences do not occur naturally, our only reasonable alternative is contingency planning with the individual.
- Positive Behaviour Support ensures that the individual's needs are being met; learning is taking place; and new behaviours are successfully being integrated into the individual's life.

### **In our assessment and support planning work**

- Individuals and their families know themselves best.
- Assessment is most useful to an individual when it provides insight into opportunities for future growth and development.

- Every individual deserves to have full access to, understanding of, and agreement with any evaluation of him or herself.
- Individuals find meaning and purpose in personal goals they can effectively work to achieve.

### **In our service team training work**

- Service delivery to individuals with neurobehavioural disablement must be responsive and proactive regarding the manifestations of impairment to be effective.
- The capacity for successful outcomes is proportionately increased by the number of individuals working together towards common goals.
- Every individual will do a better job when they understand how to improve their performance.