

## About this Standard

*Purpose* describes why the service provider exists. Some service providers may provide this information in mission or vision statements.

*Values* identify what the service provider believes in. Terms such as “beliefs” or “philosophy” may also be used. Some service providers may include their values in their code of ethics.

For a service provider’s purpose and values to “come alive” and have the intended impact on the delivery of its services, it is critical that all stakeholders (e.g., management, employees, individuals, family members) be knowledgeable about and supportive of these statements.

### Documentary Evidence that supports this Standard

- Mandate, statement of purpose and values
- Mission statement
- Bylaws

## **Standard 45: *The service provider has practices that promote its purpose and values***

### Organizational Framework Level 1 Indicators

1. The written statement of mission, vision, purpose and values promote these principles
2. The service provider describes
  - a. how and when it reviews the services it offers and delivers
  - b. how its services remain congruent with its purpose and values
3. The service provider
  - a. regularly reviews its purpose and values statement
  - b. includes appropriate stakeholders in the review
4. The mission statement is consistent with the service provider’s legal authorization