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**MISSION STATEMENT**

Westover Treatment Centre exists to enable individuals and their friends and family to recover from chemical dependency and co-dependency, in order to lead healthy and productive lives.

**VISION**

Westover Treatment Centre be a leader in the provision of abstinence focused residential treatment for addiction to alcohol and other substances.  We will provide the individual and the family with effective services to assist in living a healthy and productive life.

**PHILOSOPHY OF SERVICE**

In support of Westover’s Vision, Mission, Values, we will consistently provide high quality services to enable individuals, their family and friends to recover from chemical dependence and co-dependence. We are committed to continuous, long-term improvement to meet their needs in an effective way. *Our primary measure of success is a positive outcome as determined by the client.*

In striving to consistently deliver the best service possible and to treat others as we would like to be treated, staff will exert every effort to:

1. Think of the client first, making service to the client a priority over other work;
2. Take personal responsibility for providing service that is convenient, supportive and caring;
3. Live up to our commitments, keeping our promises and admitting our mistakes;
4. Build long-term client and alumni relationships by anticipating, listening to, understanding, and meeting or exceeding our clients' needs;
5. Bring energy to everything we do - if a task needs to be done, it needs to be done well;
6. Tailor the treatment plan to meet individual needs, paying particular attention to people from diverse cultures and those with special needs;
7. Provide service in a thoughtful and proactive manner, collaborating to meet client needs, solve problems, and implement effective solutions.

**VALUES**

Inclusivity:  We will celebrate the uniqueness of each individual and recognize their right to respect, dignity, fairness and equality, regardless of race, religion, ethnicity, sexual orientation, physical or mental health challenges, education or social standing.

Compassion – We will focus on unconditional positive attitudes for our clients, regardless of their motivation for change.  We are dedicated to assisting the client and families to lead healthier lives.

Ethics – We will maintain the highest standards of professionalism, ethics and confidentiality in all aspects of our programs to provide security and comfort to our clients.

Partnerships – We are committed to working with our community partners to achieve mutually beneficial objectives.

Client centered- We are dedicated to providing accessible and relevant service focused on the individual’s needs throughout treatment and aftercare thereby encouraging them to achieve their full potential.

Continuing Care - We will work to assist the client along the recovery journey from the first contact through pre-treatment,  a structured after care program, and opportunities for additional treatment and relapse prevention when needed.

Continuous Improvement - We continually strive towards best practices in providing a quality curriculum and environment for every individual.