

# **NORTH COUNTRY COMMUNITY MENTAL HEALTH ADMINISTRATIVE MANUAL**

**CHAPTER:** Chapter One - Administration  
**POLICY NAME:** MISSION, VISION AND VALUES POLICY  
**EFFECTIVE DATE:** March 1, 2019

## **PURPOSE**

To provide direction to all employees and providers of North Country Community Mental Health focusing our intent to better serve consumers and our communities.

## **APPLICATION**

All North Country Community Mental Health employees and contract providers.

## **POLICY**

### **MISSION**

Provide behavioral health services that inspire hope and promote recovery, resilience, and wellness to eligible residents.

### **VISION**

All community members will have responsible high-quality integrated health care leading to a fulfilled life.

### **BUSINESS ETHIC**

North Country Community Mental Health uses honesty and fairness, recognizes accountability to the local community, promotes a philosophy of partnership, treats recipients and stakeholders with dignity and respect, and employs a community orientation.

## **VALUES**

### **RESPECT**

We treat everyone—clients, providers, fellow staff members and community partners—with the highest level of dignity, honor and respect.

### **INTEGRITY**

We will consistently do the right thing by maintaining an ethical culture and unified workplace.

### **CLIENT-CENTERED**

Our care will be delivered by respecting individuals' preferences. Every decision will consider the value it adds to client services.

### **EXCELLENCE IN PRACTICE**

Excellence will be apparent in all that we do. We will provide the highest level of service to promote recovery and quality of life through evidence-based and innovative practices. We produce outcomes that exceed expectations.

**REFERENCE:**

**REVIEWED:** 03/03/08; 02/09/09; 06/27/13; 06/14/16

**REVISED:** 06/19/03; 07/17/04; 10/04/07; December 20, 2018

**APPROVED BY SIGNATURE:**

*Christine Gebhard*  
Chief Executive Officer

*02/22/2019*  
Date

*Edward G. Ginop*  
NCCMH Board Chair

*03/21/2019*  
Date