

## 6.4 QUALITY ASSURANCE

### Our Commitment

We are committed to demonstrating excellence across all service areas and programs and, subsequently, it is essential that we have in place a system that will enable us to evaluate and improve services on an ongoing basis. Further, because individuals and families are the reason for our services, their participation and feedback in evaluating services is critical to us.

Cornerstones to providing quality assurance are:

- > transparency and accountability to all stakeholders
- > thorough and individualized planning for individuals receiving services
- > clear mechanisms in place for the ongoing design, review and monitoring of both services and programs, and the organizational infrastructures supporting them (i.e., human resources)