

1. PRIMARY FOCUS**PERSONS WITH DISABILITIES**

Consistent with the philosophy of independent living, we will concentrate our resources on assisting persons who can determine and direct the type of service that is most suitable for them.

CAREGIVERS

We will provide services to individuals who support and assist persons with disabilities.

2. SECONDARY FOCUS**GENERAL PUBLIC**

With respect to educating, informing and changing attitudes, our mandate includes individuals, organizations/agencies in the community, and government.

3. CONTRACT SERVICES

We will provide contract services (where the full service is paid for by the consumer or another source) under the following conditions:

- § the service is consistent with our vision, mission and values
- § the service meets the same criteria as similar services in the organization
- § the payment covers at least the total cost of the service including administrative expenses

4. AREA SERVED

Our geographic constituency is the Region of Waterloo, including the cities of Kitchener, Waterloo, and Cambridge, and the townships of Woolwich, Wellesley, Wilmot, and North Dumfries.