



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.