



OUR PROMISE STATEMENT:

At **OPTIONS NORTHWEST**, we believe that every individual, regardless of ability, deserves the opportunity to live a full and meaningful life.

Our purpose is clear: to provide person-centered services that empower people with developmental disabilities to experience dignity, independence, connection, and opportunity. From everyday support to inclusive community programs, we are committed to walking alongside each person as they pursue what matters most to them.

But our impact is not measured by services alone, it's driven by the values we live every day.

We know that meaningful change begins with people. That's why we are committed to continue building and sustaining a culture rooted in respect, inclusion, compassion, and excellence. These values shape how we serve, how we lead, and how we treat one another.

We take pride in fostering a workplace where people are supported, trusted, and encouraged to contribute. Because when our team is strong, those we support are stronger too.

We're not just providing care, we're helping to build a community where progress is celebrated, and everyone has the chance to participate and belong.

How We'll Get There: Strengthening the Culture That Moves Us Forward

Culture is the foundation of everything we do. It influences how we lead, how we grow, and how we face challenges together. It's not an afterthought; it's a central part of achieving our purpose.

Why Culture Matters:

- 1. It Inspires Commitment and Retention**

When people feel valued, supported, and aligned with purpose, they're more likely to stay and give their best.

- 2. It Drives Performance**

A healthy culture encourages initiative, teamwork, and the confidence to do meaningful work.

- 3. It Attracts Great People**

A strong, values-based culture draws individuals who want to make a difference and be part of something they believe in.

- 4. It Sparks Innovation**

When people feel safe to share ideas and try new approaches, they contribute to growth and improvement.

- 5. It Builds Trust**

Open, honest communication and consistent values create the kind of trust that holds a team together.

6. **It Supports Change**

A clear and shared culture provides stability and direction, especially during times of transition or challenge.

Why We Must Be Intentional

Culture doesn't stay strong on its own, it must be shaped, reinforced, and renewed continuously.

- **Without intention, it can lose direction.**
- **Without leadership, it can drift.**
- **Without action, even our best values can fade into words.**

We must continue to lead with resolve, remain aligned with our purpose, and hold ourselves accountable to the environment we're creating.

How We Keep Our Culture Strong

- **We lead by example.**
Our actions reflect our values. We model the respect and integrity we want to see in others.
- **We communicate with clarity and consistency.**
Transparency builds trust and connection across the organization.
- **We recognize and reinforce what's working.**
Celebrating positive contributions keeps our values visible and meaningful.
- **We listen and respond.**
Feedback helps us adjust, improve, and grow together.
- **We invest in people.**
Supporting growth and development strengthens both individuals and the organization.

A Culture That Drives Purpose

At OPTIONS Northwest, our culture is not just part of who we are, it is a powerful driver of how we achieve our purpose.

When we build a workplace where people feel respected, supported, and motivated, we create the conditions for excellence and lasting impact. That environment strengthens our ability to support individuals with developmental disabilities to live life on their terms, with confidence, dignity, and possibility.

Let's keep building that environment, together.

Tony DeAgazio
Executive Director

OPTIONS NORTHWEST