



Mission, Vision, and Values:

The FUNdamentals

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Introduction



WDSRA was formed in 1976. We are a cooperative of nine park districts: Bloomingdale, Carol Stream, Glen Ellyn, Naperville, Roselle, Warrenville, West Chicago, Wheaton and Winfield, for the purpose of serving people with special needs of all ages.

Our Mission: We enrich lives, connect communities and create fun through inclusive recreational opportunities.

Our Vision: A world of opportunities, belonging and individuals reaching their full potential.

Through our services, we support individuals, strengthen families, and build community. Although we have grown over the years, we take pride in maintaining that family feeling.

We strive to be the premier destination where participants & families want to play, where staff want to work, where donors & volunteers want to give and where everyone wants to be.

This book will give you the house rules, if you will, to be a cherished member of this great organization.

Our Philosophy



People come first.

Our word is our bond. We are reliable.

We are privileged to serve.

We do the right thing.

We can't afford to lose trust.

We want to be the best because our families deserve the best.

We ask for, give, receive and act upon feedback regularly.

We have empathy because we appreciate their journey.

We work hard; we don't take the easy way.

We are often pleased but never satisfied.

We value our people.

Our Specialty



We are compassionate about people with differing abilities and empathize with their family's personal journey.

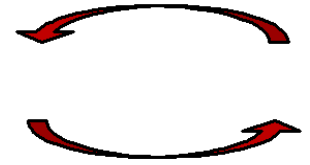
We specialize in adapting to their needs, breaking down barriers and making our services accessible.

We take our expertise seriously.

We have an obligation to promote the Therapeutic Recreation profession.

Find out what it means to WD

Core Value: Respect



Respect is our foundation.

Treat others with dignity and value every individual.

Listen to understand.

Encourage others.

Praise more frequently than you criticize.

Lend a helping hand, or two.

Say please and thank you.

Appreciate our differences.

Treat others as they want to be treated.

Don't demand respect, EARN it.

Let it Flow

Core Value: Passion



Passion drives us.

Love what you do and who you serve.

Tell our story like it is the first time ever being shared.

Don't contain your enthusiasm.

Feel the energy that comes from focusing on what excites you.

Always be the best version of yourself.

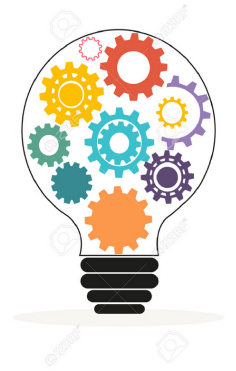
Never lose sight of why we do what we do.

Appreciate the impact we make.

Be invested like this is more than just a job—it is a career.

What box?

Core Value: Innovation



Innovation energizes us.

Think creatively to adapt to changing needs.

Embrace change as an opportunity.

If there's a better way to do it—do it better.

Take calculated risks.

Don't be afraid to fail, be afraid not to try.

Instead of thinking outside the box, get rid of the box.

Be the trend setter.

Be Real

Core Value: Integrity



Integrity guides us.

Build trust through honest and transparent interactions.

Tell the truth, the whole truth, and nothing but the truth.

Take responsibility for your actions/inactions.

Do what you say you are going to do.

Do the right thing just because it is right, even if it is difficult.

Make no apologies for setting high standards.

Always think safety first.

Develop trust by keeping confidential information confidential.

Understand that your/our reputation is built every day.

Talk to Me

Core Value: Communication



Communication connects us.

Listen, learn, take action.

Be direct and go to the source.

Listen first, speak second.

Hear what isn't said.

Say what you mean, and mean what you say.

Convey your thoughts in a manner that others fully understand.

Ask, there is no such thing as a foolish question.

Accept feedback as a gift.

Words are a powerful force, choose yours wisely.

P.B. & J

Core Value: Collaboration



Collaboration enriches us.

Acknowledge that we are better together than alone.

If you want to lift yourself up, lift up someone else.

Be part of the solution, don't add to the problem.

Don't hesitate to ask for help.

Share your skills for the betterment of the project.

Give credit where credit is due.

Reach beyond our office walls to connect with those who
share our vision.

Know that the strength of the team is each member,
and the strength of each member is the team.

LOL

Core Value: Fun



Fun is who we are.

Believe joy is a FUNdamental part of every day.

Be creative.

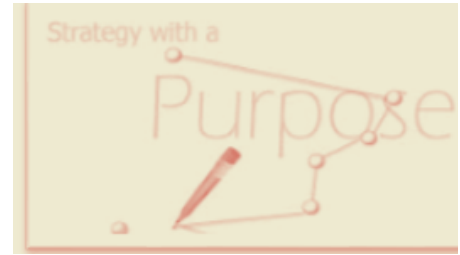
Be energetic.

Participate.

Laugh out loud.

Be professional, but don't take yourself too seriously.

Connect the Dots: Strategic Initiatives



From dot to dot, be engaged and offer creative ideas to drive our Strategic Plan process and agency forward.



The big picture is focused on serving our participants and families.

Prime Rib:

Customers



At WDSRA our stakeholders are: Participants and their families, Member Districts, Staff, Volunteers, Donors, Board/Trustees, Vendors, Community members and anyone and everyone we have the pleasure to come into contact with.

All of our stakeholders should be made to feel like they are the best and we truly appreciate them.

Our stakeholders are not dependent on us.
We are dependent on them.

They are not an interruption of our work.
They are the purpose of it.

We're not doing them a favor by serving them. They're doing us a favor by giving us the opportunity.

Our stakeholders bring us their needs. It's our joy to adapt and together we will grow.

Stakeholders are our passport to success.
Without them, we can't get there.

Each experience between us and our stakeholders should be well done.

No Gratuities Accepted: Service



Set the table with care for individualized attention.

Offer the full service menu and welcome special requests.

Serve with timely, attentive and upbeat service.

Strive to receive compliments to the chef,
but no gratuities are accepted as it is our privilege to serve.

Safe at First:

Safety



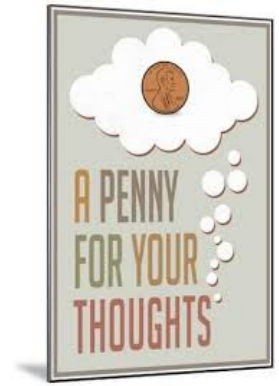
We practice safety because families trust us with their most prized possession.

The care and concern we demonstrate keeps everyone around us safe, especially if they cannot keep themselves safe.

We keep ourselves safe so we can go home to our families.

Penny for your Thoughts

Feedback Rich Culture



We maintain an energetic and engaged culture.

Feedback is asked for frequently,
given freely,
received openly and
acted upon regularly.

We believe a feedback
rich culture delivers better results!

Sunny with a Chance of Meatballs:

Climate



It is our goal to create positive experiences with every interaction.

We are present in the moment and "ALL IN".

We celebrate each other including both professional and personal milestones (usually food is involved).

We work hard to simplify and add fun to all we do.

A family that plays together, stays together.

You Can Count on Me:

Accountability



There is an old saying that accountability starts at the top.

Here at WD - we believe accountability
starts with each individual.

Everyone is responsible to everyone.

Hold yourself accountable, and we won't have to.

But if you make us, we will, because we care.

Team Players Wanted:

Hiring and Firing



We don't hire people.

We ask the right people to join WDSRA.

We build our team to fulfill our mission and reach our vision.

If your mission and vision align with ours, welcome home.

If your mission and vision do not align with ours, you are
blessed and released.

Home Away from Home:

Attention to Detail

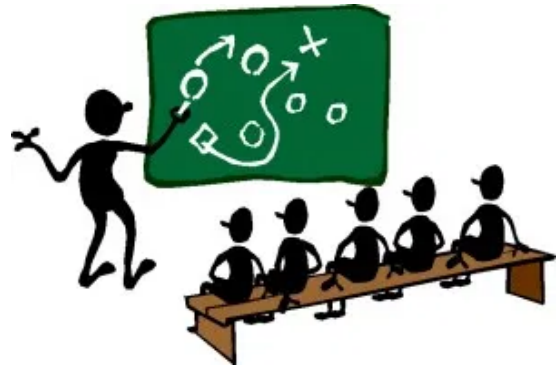


Treat WDSRA like it's your home away from home...
unless you are a slob, then do the opposite.

Show the same care for the WDSRA building, grounds,
equipment and your coworkers as you would
for the participants in our care.

Lead, Follow or Get Out of the Way:

Leading



We lead with a purpose to inspire others.

We mentor by providing guidance, motivation
and role modeling.

We coach to better the team.

We respect new ideas and different perspectives.

We support and follow when you are ready to lead.

Intentionally Left Blank:

Our Hierarchy



This title was intentionally left blank because titles do not matter.

Hierarchy turns an organization into a pyramid.

Pyramids don't move, they just slowly crumble.

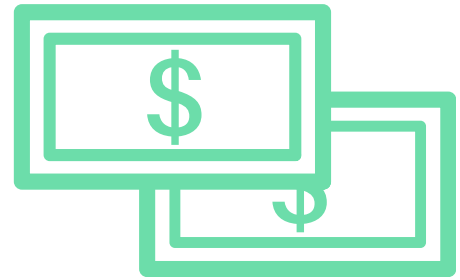
Everyone should work together to do what they do best.

WDSRA deserves to have its best talent working on its biggest problems—or best opportunities.

....without a pyramid to get in the way.

Dollars & Sense:

Expenses



WDSRA is your home away from home.

Pretend that the agency's money
you are spending is your own... if you are frugal.
If you like to spend, make your personal check payable to
WDSRA Foundation.

Make sure the record of what you are spending
won't embarrass you when it appears on the front page
of the local newspaper.

Use common sense.

No Parking Zone:

Professional Development



Use us as the map app
for your professional development.

You choose the direction.

You drive the bus.

We will assist you with maintenance
and tune-ups along the way.

The final destination is up to you.

But sitting idle is not an option.

Balancing Act:

Flexibility



We believe in flexibility as it
creates work life balance.

We know your time is valuable.

When your work needs you, be here.

When your family needs you, be there.

We've got you covered.

Maintain your balance.

That's What it's all About:

Values-Driven Decision Making



Decisions should be made as follows:

Did you involve the right decision makers-
put your right arm in

Did you assure alignment with each value-
put your left arm in

Did you consider stakeholder expectations-
put your right leg in

Did you give advance notice to those impacted,
seeking their feedback-
put your left leg in

Did you reassure alignment with each value-
put your front side in

Did you develop a strategy for communicating your decision –
put your backside in

If you have not completed all of the above,
turn yourself around, and try again.

If you have done all the above-
Do the Hokey Pokey- because that's what it's all about!



Dear Staff,

We hope you enjoyed reading about the culture here at WDSRA. Although presented in a whimsical fashion in line with our FUN core value, we want you to know that we take our culture here very seriously. If you have any questions or concerns, please see a member of the leadership team.

The End

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