

AT INCLUSA, WE THINK PARTNERSHIP IS IMPORTANT.

SO MUCH SO, THAT
PARTNERSHIP IS NOT JUST
ONE OF OUR CORE VALUES,
IT'S PART OF OUR PURPOSE.

As a member and legal decision maker, you have the right and responsibility to partner with us in determining what you need for your health and long-term support services, and in planning how those services will be provided to you. Partnerships can be formed by taking the time to communicate no matter the differences. **Differences are accepted and valued.**

Our mission is our purpose, and our purpose is to partner with others to build vibrant and inclusive communities that offer people dignity, choice, and connections.

WHY PARTNER?

- Combine your and your team's experience and connections.
- Improve the relationship within your team.
- Respect each other's thoughts and ideas.
- Supporting strengths and weaknesses
- Open and honest communication

**You have rights.
You have responsibilities.**

WE ASK THAT YOU:

- Communicate with your Includa team.
- Participate in the Resource allocation Decision (RAD) process.
- Involve family members or other people who are important to you.
- Let us know what we are doing well and how we can improve.
- Treat your care team, support staff, and service providers with respect.
- Meet with your care team face-to-face as scheduled.

WE WILL:

- Respond to messages within 24 hours Monday-Friday.
- Treat you with dignity and respect.
- Learn from you. You are an expert about your own health and care needs.
- Get to know you as a person because you are an individual.
- Ask about your preferences and needs.
- Include people that are important to you if you would like.
- Answer your questions about Family Care.