



Our Mission

to bring about a vibrant community where people lead lives of greater independence and make meaningful contributions.

Our Vision

to build a community that recognizes the value of every person.

Our Values



Fiscal Responsibility

Making wise decisions about the use of available resources and exploring alternative options



Collaboration

Working together to move others into valued social roles and achieve greater independence. Showing appreciation for others' work.



Innovation

Looking for creative solutions that recognize the value of others, including the people we support, and not just continuing to repeat past practices.



Empowering Others

Investing in people so they can reach their potential and make meaningful contributions.



Creating a Brand of Excellence

Striving to make excellence the minimum standard of work performance.



Accountability

Holding ourselves and others accountable to meet deadlines, requirements, and expectations.

Our Customer Service Commitments

At Fairfield DD, we are committed to providing a high level of customer service to everyone we encounter, internally and externally.



Professionalism and Intentional Communication

We commit to listening actively, communicating with empathy and respect, and responding thoughtfully in a timely manner, generally within 1-2 business days.

We take time to understand others before responding, honor individual preferences in how and when we communicate, and ensure our words and actions demonstrate people are heard, valued, and respected. Our communication is timely, clear, and focused on building trust.



Connection and Collaboration

We commit to building meaningful connections as we work together across roles, departments, and communities.

We invest in relationships, offer support to one another, and create space for open, honest, and positive interactions. We celebrate shared successes, are adaptable in our roles, and break down silos internally and externally to better support the individuals and families we serve.



Accountability and Empowerment

We commit to owning our actions, following through on our promises, and empowering others through knowledge and support.

We lead by example, share what we know, and support others to develop their confidence and independence. When mistakes happen, we take responsibility and seek solutions. We are reliable, consistent, and intentional in our efforts to meet the needs of those around us.

PORTRAIT OF A LEADER AT FAIRFIELD DD



CHARACTER

- Aligns with our mission, values, and goals
- Is more than talk
- Understands character is a choice
- Focuses on being bigger on the inside (character) than the outside (image)
- Knows that doing the right thing is never the wrong thing



COMMUNICATION

- Connects messages to the mission and vision
- Knows communication means being understood, not just heard
- Focuses on the person in every interaction
- Looks for real understanding, not just a reply



POSITIVE ATTITUDE

- Provides positive insight on complaints or difficult situations
- Recognizes that attitude is a choice
- Understands attitude shapes our actions and how we see people and events
- Models positivity so team members can reflect it
- Embraces the idea that “we bring our own weather” each day



COMPETENCE

- Coaches others to apply the mission in every situation
- Is fully present and engaged each day
- Keeps improving
- Follows through with excellence
- Delivers results beyond expectations



RESPONSIBILITY

- Empowers others to develop portrait characteristics
- Takes ownership of the work
- Gets the job done well
- Delivers regardless of the situation

THE FAIRFIELD DD MISSION IS

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Character



Communication



Positive Attitude



Competence



Responsibility