QUALITY POLICY OF THE DOWN GALICIA FEDERATION AND MEMBER ORGANIZATIONS

The Down Galicia Federation and its member organisations have implanted a comprehensive Quality Management System in every activity and programme of the areas of Early Care, Inclusive Education, Employment and Training, Adult Life, complementary and cross-sectional areas.

MISSION

To coordinate, support and encourage the contribution work of the member organisations towards the improvement of the quality of life of every person with Down syndrome and with intellectual disability and of their families. This will be done promoting the full social inclusion and the use of the ordinary resources of the community, and assuming what is established in the United Nations Convention on rights of people with disability.

PRINCIPLES	• **Diversity:** It is normal to be different • **Dignity:** I am a human being • **Self-determination:** I live my own life • **Equal opportunities:** With help, I am just as capable as you • **Inclusion:** My exclusion is everyone's failure

VALUES that support the philosophy and services conducted by the Federation and its member organisations:

Coherence	The institution and every person that are part of the Down Galicia Federation are coherent with our principles.	Participation	We contribute to the development of a more diverse, inclusive, democratic and fair society, promoting the active participation of people with Down syndrome and intellectual disability.
Commitment	We make an effort for understanding the feelings, needs and interests of the others, specially of the people with Down syndrome and with intellectual disability.	Vindication	We vindicate the rights, duties and freedoms of the people with Down syndrome and with intellectual disability with the defence of our principles, exercising our values and developing effective policies.
Efficiency	As a social initiative entity committed with the construction of the rule of law and working in favour of purposes of general interest, we are committed with the continuous improvement, we actively cooperate with all of our interest groups and we are transparent in our management.	Union	The union of the Down Galicia movement in Galicia around the Federation is an institutional wealth that should be preserved as a dynamic element of the development of its mission.

QUALITY POLICY OF THE DOWN GALICIA FEDERATION AND MEMBER ORGANIZATIONS

The Federation and its member organisations assume the following commitments with its interest groups:	
USERS	To promote their personal autonomy and afford the supports that the user needs to improve their levels of inclusion in every evolutionary stage. To respect and make people respect their rights To take care of their requests, desires and proposals with quality, warmth and professionalism.
FAMILIES	To offer an empathic and assertive space, where they can share experiences, uneases, illusions, happiness, fears... with other families and professionals that allow the active participation of each family to contribute to accomplish the mission of the organizations of the DOWN GALICIA movement. To offer support to maintain and/or motivate rich family dynamics, which favour the promotion of the personal autonomy of each and every one of the members of the family unit. This is made from the basis of an appropriate family inclusion, which is the best tool to progress in the inclusion of the child with Down syndrome or intellectual disability in each area. To use a fluent and participatory communication, based on the mutual respect and on the joint search of the best ways to achieve the biggest degree of autonomy and independence of the child with Down syndrome or intellectual disability.
SOCIOECONOMIC SECTOR	To cooperate with the firms in the promotion of the personal autonomy of people with Down syndrome and/or intellectual disability, through process of support, training and promotion of the users to achieve their social and labour inclusion. Fluent and collaborative communication with the sector to maintain a productive relationship that generates value.
EDUCATIONAL SECTOR	To work in collaboration with the education centres, in an interactive way and offering the agreed support to the teaching team to achieve a satisfactory level of educational inclusion, based on the premise of the promotion of the personal autonomy of people with Down syndrome and intellectual disability.
ADMINISTRATION AND FUNDERS	To maintain a fluent and constant communication. To guarantee the suitable management of the funds granted to reach the rates of inclusion and promotion of the most suitable personal autonomy, as well as its transparency and availability to show the results obtained. To conduct a work of quality in accordance with the basic guidelines established for the social services, showing an image of service, of work in the continuous improvement and of focus in the social progress.
WORKERS	To guarantee a healthy labour atmosphere in which the professionals can develop as human beings and as workers. To boost the professional promotion through the continuous training. A fluent and constant communication that helps to create an atmosphere of confidence and of union among every worker.

The Federation and its entities have a clear focus on the user. The promotion of their personal autonomy is the global objective that supports all their actions. The integration of the quality within their assistance implies that all is done upon the basis of a continuous improvement and that within this improvement the boards of directors, executives and workers participate jointly. The presidency of DOWN GALICIA commits to deploy the integral Quality Management System in the Federation and member organisations providing all the necessary means for it.

Santiago, 4th February, 2012

Sgd.: Mr Delmiro Prieto González.

PRESIDENT OF DOWN GALICIA