



SERVICE STANDARDS

The Jane Addams Resource Corporation (JARC) is committed to maintaining a professional and supportive atmosphere that empowers program participants to gain the skills and knowledge they need to achieve their highest potential.

JARC is deeply committed to equal opportunity for all people, and celebrates the diversity of its staff and participants.

Participants in JARC's programs can expect:

- To be treated with professionalism, dignity and respect, in a manner that honors each person's unique assets.
- That JARC will deliver high-quality programs and services that consistently meet or exceed participants' expectations. These programs will be offered in participants' native language whenever possible. JARC will work to continuously improve its programs, incorporating participants' input throughout.
- That staff and instructors will be committed to helping participants achieve their personal goals in the areas of economic self-sufficiency and education. Staff and instructors will hold participants and each other to the highest standards of achievement, and will respond patiently, openly and constructively to all concerns and suggestions.
- That JARC will collaborate with business and community partners to enhance the quality and relevance of its programs. JARC will give participants appropriate referrals to outside services and agencies as needed.