



AMICA'S GOOD PRACTICES CODE. EASY READING.

Amica is a non-profitable association formed in 1984, which aims finding out the capabilities in each person, and to support them with their limitations, enhancing as much autonomy as possible, the use of all their basic and citizenship rights and the participation with responsibilities in the community.

As approach, Amica seeks people's accompaniment to develop their projects within the community through innovative actions.

Goals and extent

- Teach what is important to Amica
 - Right's advocacy
 - Equality bet
 - Team work
 - People's satisfaction
 - Transparency
 - Social commitment
 - Respect to the difference and individuality
 - Participation
 - Professionalism
- Explain how things must be done
- Help people when they have to make tough decisions
- Help people to get to know us
- Do things increasingly better
- Gather a team to assess complicated situations

This good practices code is aimed to EVERYBODY who is related the good functioning of Amica, from USERS, FAMILIES and PROFESSIONALS who work here, to the ENTITY itself, through their management bodies.



Guidelines

To the Association

1. In Amica, each person will have the support they need.
2. Amica has to be able to talk, get understood and understand with everybody and everybody can participate.
3. Amica has to ensure that everybody respects the intimacy and personal matters of each person.
4. Amica will not give any personal information to anybody.
5. Amica must respect each person.
6. Amica has to try to fix what the person needs. Creating services which are not in the community yet and with the ones which Amica agrees.
7. Amica has to make an effort in the attention to people across all its centres to keep the quality in the services.
8. Amica will design the non-barriers centres to make able to everybody to use them and understand the information which they are given.
9. Amica will especially support people and families with problems.
10. Amica will try that everybody could live in the community.
11. Amica will speak about people's rights and duties with talks and courses.
12. Amica will advocate everybody's rights.
13. Amica will help the persons to be able to decide what they want to do.
14. Amica will support the families and the families will support each other.
15. Amica will help professionals to keep learning.

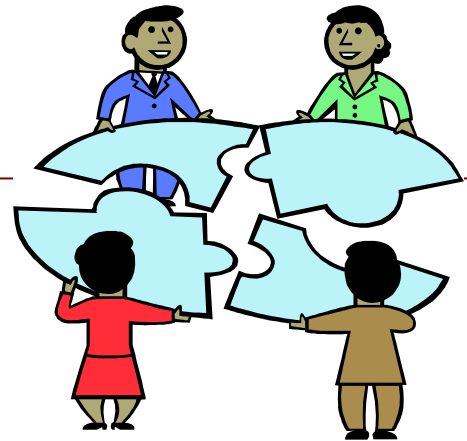


To the users and their families



1. Families must listen and take into account the opinion if the person with disabilities.
2. Families will not say anything about their relative's intimacy.
3. If Amica and some family disagree, the family decides. Always respecting the person's rights.
4. Families will support their relative's capabilities and not their limitations.
5. People who are supported by Amica must participate as much independent as they can.
6. Families must go to the talks which are organized in the centres to them.
7. Families will support new projects to collaborate with other families.
8. People must respect other's rights and centre's rules.

To professionals



1. Professional's mission is to improve people's lives.
2. Professionals must always let people chose. If what they decide is a risk for them of others, they will ask for help to decide.
3. Professionals will always listen and take into account people to decide about what matter to them.
4. Professionals must advocate people's rights respecting their decisions.
5. Professionals must explain to the person all the important information for their lives; which enables them to make decisions. If the cannot decid by themselves, their family will help.
6. Professionals will support people respecting their tastes about their personal image (clothing, hair dress).
7. Professionals have to be respectful to people.
8. Professionals must try that everybody interacts with everybody.
9. Professional must teach families how to help people.
10. Professional must inform to the entity if they work independently.

Regarding functioning and participation



16. There are many ways to participate in an association. We must ensure that everybody is able to participate.
17. Everybody will be supported to participate.
18. Professionals have to participate and have responsibilities within the association.
19. Who make the decisions must attend every request fairly.
20. The Association will help people to defend their rights.
21. The representatives who go to meetings have to be group's spokespersons, talking about which is agreed with everybody's opinion and not with their own concerns.
22. Volunteer will be supported to collaborate with the association.
23. Within Amica we all work together collaborating in all the activities.
24. Amica will inform about all important matters.
25. All opinions must be taken into account, whatever they are.
26. Decisions are made all together and with agreement, if there is not an agreement, we vote.
27. Amica will join to other associations which agree with the Global Compact.
28. Amica will not participate with other associations, companies or professionals which take advantage of people from the association.
29. Amica's members must meet the written standards.
30. Amica must explain clearly how they do things through inspections.
31. Association's goods must be protected.
32. Amica will teach their members to take care of the environment.
33. Amica will teach to their members to take care of what they have and make a good use of it.
34. Amica will hire the most qualified person to each job, with clarity and transparency.
35. Products which Amica buys will be of good quality.
36. Users and family users will always say the truth about their situation.
37. We all must do surveys to improve the functioning.
38. Amica will try to make society have attitudes to ease everybody's autonomy.
39. We will support and share what we do with another organizations and associations.
40. Amica will support persons with disabilities from undeveloped countries.
41. Amica will try all their members to have solidarity.
42. Amica will work with other organizations with no competition.
43. We will collaborate with public bodies to reach everybody's rights.
44. Amica must be independent and to reach this, it has to get founding from different places.
45. Amica will take actions to get to know its values to others.
46. It must be announced injustice cases or when this code is not meet.
47. We all must meet and make meet this code.