



# NISRA

Northern Illinois  
Special Recreation Association

## Customer Service Mission Statement

NISRA's vision is to be leaders in special recreation services. It is important to our agency that we not only provide professionalism through delivery of our services, but also in our customer service approach and experience.

We will devote ourselves to our participants, families, staff and community stakeholders with enthusiasm driven by our core values of:

**Fun~ Professional~Compassionate~Trustworthy~Innovative**

### Our Commitments

#### **We will:**

- Find the positive in every situation while providing an enthusiastic atmosphere for all
- Be knowledgeable and competent in our scope of services
- Provide respectful interactions to all
- Spend the extra time to make connections
- Be empathetic and mindful of your unique situation
- Be reliable, dependable, and accountable
- Remain open minded & think outside of the box to support our services
- Provide a safe, therapeutic environment and work hard to meet your needs
- Strive to be in the leader in the field, providing cutting edge services and experiences

NISRA is committed to providing a timely response to communication. Due to the staff's varying schedules, we will respond to all forms of correspondence within 1-2 business days upon return to work. If you feel that NISRA is not meeting these standards, please contact Executive Director, Heidi Jenkins at [hjenkins@nisra.org](mailto:hjenkins@nisra.org) or 815-459-0737 ext 238.

**We are always open to hearing your suggestions!**