



## Framework for Programs and Services

### Our Goal

Our goal is to provide programs and services to empower persons affected by MS to achieve the highest possible quality of life while living with the daily challenges that MS presents.

### Who We Serve

The persons we serve include all individuals affected by MS, including children, teens and adults in Canada who are:

- diagnosed with MS or a MS-allied disease
- waiting for a diagnosis of MS
- close to a person with MS
- an informal/unpaid caregiver to a person with MS

### Our Philosophy

The MS Society of Canada strives to put persons affected by MS at the centre of everything we do. Programs and services are developed in consultation and, where feasible, through collaboration with all levels of the MS Society of Canada. We aim to develop and deliver quality, sustainable, programs and services based on self-identified needs of persons affected by MS. We achieve this by:

- Actively seeking the voice of persons affected by MS using a variety of communication channels including on-going consultations;
- Allocating resources based on priorities identified through these consultations and to provide the meaningful benefit to the greatest number of people;
- Promoting a spending policy which allows flexibility in tailoring services to meet local resources and needs while implementing national standards for programs and services;
- Developing partnerships and relationships with other organizations to harness other resources beneficial to persons affected by MS;
- Ensuring that all programs and services are evaluated using common evaluation tools that include measures to determine the impact on quality of life; and
- Ensuring that all programs build on best practices of the organization which are shared through knowledge management and transfer activities.

### Our Impact

The ultimate goal of our programs and services is to empower persons affected by MS to achieve the highest possible quality of life. This empowerment involves a number of dimensions that contribute to overall quality of life. We will know we have been successful if persons affected by MS:

- enhance their knowledge, independence and wellness;
- are able to meet the challenges that multiple sclerosis presents;
- gain access to quality health care and support resources;
- participate to the fullest extent possible in their community and its daily activity; and
- experience an improved quality of life.