



SERVICE DELIVERY PHILOSOPHY

The concerns/issues for the people we support will be managed with complete regard for their individual needs without discrimination and with the objective of giving everyone the opportunity to (re)discover their self-reliance and self-respect.

Therefore, our objectives are:

- To offer services that align with the mission, vision, and values of the agency
- To provide services that promote safe, healthy, and respectful relationships for everyone in our community
- To create a space that is person-centred, safe, respectful, inclusive, and welcoming
- To empower persons served to participate fully in decision-making regarding their service
- To use strengths-based approaches that focus on individual strengths and competencies and recognize the importance of other aspects (social, cultural, spiritual) and people (friends, family, community) in our clients lives
- To ensure services are provided by qualified and experienced counsellors using trauma-and violence-informed practices
- To support our clients in their journey towards healthier relationships with themselves, with others, and with the community