

The logo for Support House, featuring the word "Support" in white, a teal diagonal slash, and the word "House" in white, all on a red background.

Support / House

CORE VALUES

Our agency provides:



HOUSING

We provide a variety of housing choices through our owned residences, townhomes and private landlords



SUPPORT COORDINATION

We provide a menu of supports that assist in coordinating mental health, substance use and/or addiction supports across a continuum of needs



PEER SUPPORT

The Centre for Innovation in Peer Support provides community and system capacity through offering accessible peer services and enhancing peer service capacity through training and mentorship for peers



SERVICE + SYSTEM RESOLUTION

We facilitate, coordinate and meet complex support needs with agency and system partners

through:

COMMUNITY PARTNERSHIPS

we have partnerships across Halton, Mississauga, Ontario, Canada and internationally

ACROSS THE AGE CONTINUUM

we support youth (15) to seniors



Our vision

A community where people with mental health and/or substance use issues are treated as unique individuals free from stigma and where housing, services and supports are available whenever and wherever needed to help them achieve their full potential.



A woman with dark braided hair, wearing a bright yellow sweater and a black and white patterned scarf, is seated at a table. She is looking towards the right of the frame, smiling slightly, and appears to be in conversation with another person whose profile is partially visible on the far right. The background shows a window with blinds and a grey office chair.

Our mission

Support House uses a person-directed approach to provide housing, programs and support services to people living with mental health and/or substance use issues.

diversity
integrity
respect
quality improvement
advocacy
collaboration
self-determination
effective communication
lifelong learning
mutual trusting relationships
accountability
safety
personal growth
hope
equity
accessibility
inclusivity
belonging
innovation



core values

beliefs that guide our agency's
decisions and actions, unite
our staff, define our brand,
and inspire our culture



Our agency core values

PERSON DIRECTED SUPPORTS

We put people first

CONNECTION + ENGAGEMENT

We start conversations, build
and maintain relationships,
and are reflexive and
responsive in our practice

HEALTH + WELLNESS

We focus on practices that
inspire our culture

The value of beginning with values

Values are the core essence of the work. Translating values into actions has provided a basis for training, evaluation, QI and a common language to communicate how to stay authentic.

Knowing that human connection is the most important part of “treatment and support”, being able to translate and hold people accountable to the actual values in actions in interactions with individual is vital.

One supervisor stated that until that became clear she didn't realize she wasn't actually supporting the peers to do what they needed to do.

That organization has made a 180 degree shift in peer culture. The rest of health care is still counting widgets to measure quality or over all experience questions.

We have not yet learned to hold people accountable to delivering values in action; to be authentic is what our organization stands for.

Support House is pioneering this work.



How we apply our agency core values

DECISION MAKING

When considering all decisions our values are used as the tool to guide us

HIRING + ONBOARDING

We follow a values based recruitment and orientation process focusing on alignment

ENGAGEMENT + COMMITMENT

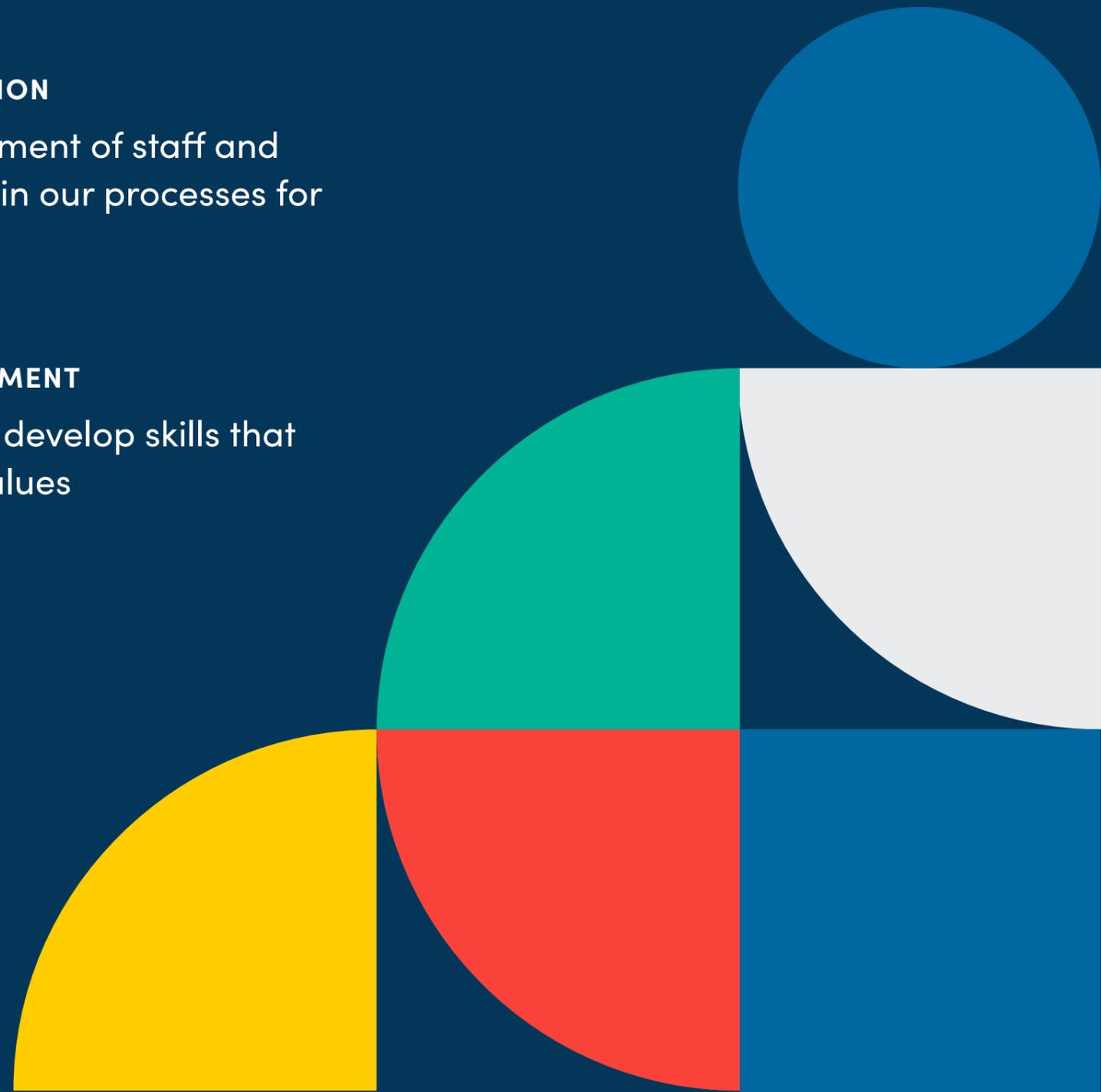
We reflect on our own individual values and recognize how it effects our connection

FEEDBACK + EVALUATION

We embed engagement of staff and people we support in our processes for improvement

LEARNING + DEVELOPMENT

We support staff to develop skills that connect with our values



Support House oath of community core values and culture

Support House is directed by our core values. They guide our agency’s decisions and actions, unite our staff, define our brand, and inspire our culture. We put people first – our supports are person directed. We connect and engage and start conversations to build and maintain relationships. We focus on health and wellness practices to inspire our culture.

All of us are expected to support and protect our core values, culture and to embrace them in our behaviours and in our decision-making. Our OATH is a commitment as employees, volunteers and Board members to honor our core values in the way we behave with clients, each other and our partners. The oath is clear reminder of what we are all about.

We put people first and provide person directed supports

- we work to genuinely listen
- we demonstrate self-awareness
- we embrace others’ points of view and individuality
- we explore options, share resources and explore choices when there is a decision to make
- we work with people’s strengths
- we discuss confidentiality regularly
- we honour the best interests of people as defined by them
- we help even if it isn’t our job
- we never settle for good enough
- we never believe it can’t be done
- we make decisions based on our core values above all else

We start conversations, build and maintain relationships and are reflexive and responsive in our practice to connect + engage

- we recognize others’ feelings and opinions are valid and worthwhile
- we honour our commitments
- we learn from people
- we remind each other that we have a right to express our needs
- we remind each other that we are not alone in this experience and/or challenge
- we drive original thinking
- we are willing to fail (and learn from it)
- we connect people to sort out differences
- we hold each other in unconditional high regard
- we are the sum of our parts

We focus on practices that inspire our culture to promote health + wellness

- we protect our culture
- we remind each other that our health and wellness is unique to us and is important
- we focus on lifelong learning
- we celebrate diversity in our workplace
- we give encouragement to each other
- we are comfortable navigating chaos and uncertainty
- we are transparent about both positive and negative information

As an employee, volunteer, or board member of the Support House community I have read the oath and agree to comply with our practice. I understand that failure to live these values may lead to sanctions. Please contact your supervisor with any questions.

Date

Reviewed by Employee, Volunteer, Board Member

Reviewed by Manager, Director, Executive Director, Board Chair