

**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 concerns are treated with dignity and respect; and where housing, services and supports are available whenever and wherever needed to positively impact wellness.





A woman with dark skin and long braids is smiling and looking towards the right. She is wearing a bright yellow sweater and a black and white patterned scarf. Her hands are clasped on a white table. In the foreground, the back of a person's head and shoulders are visible, suggesting a conversation. The background shows a modern office setting with a grey partition and a window with blinds.

## 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 concerns.



**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

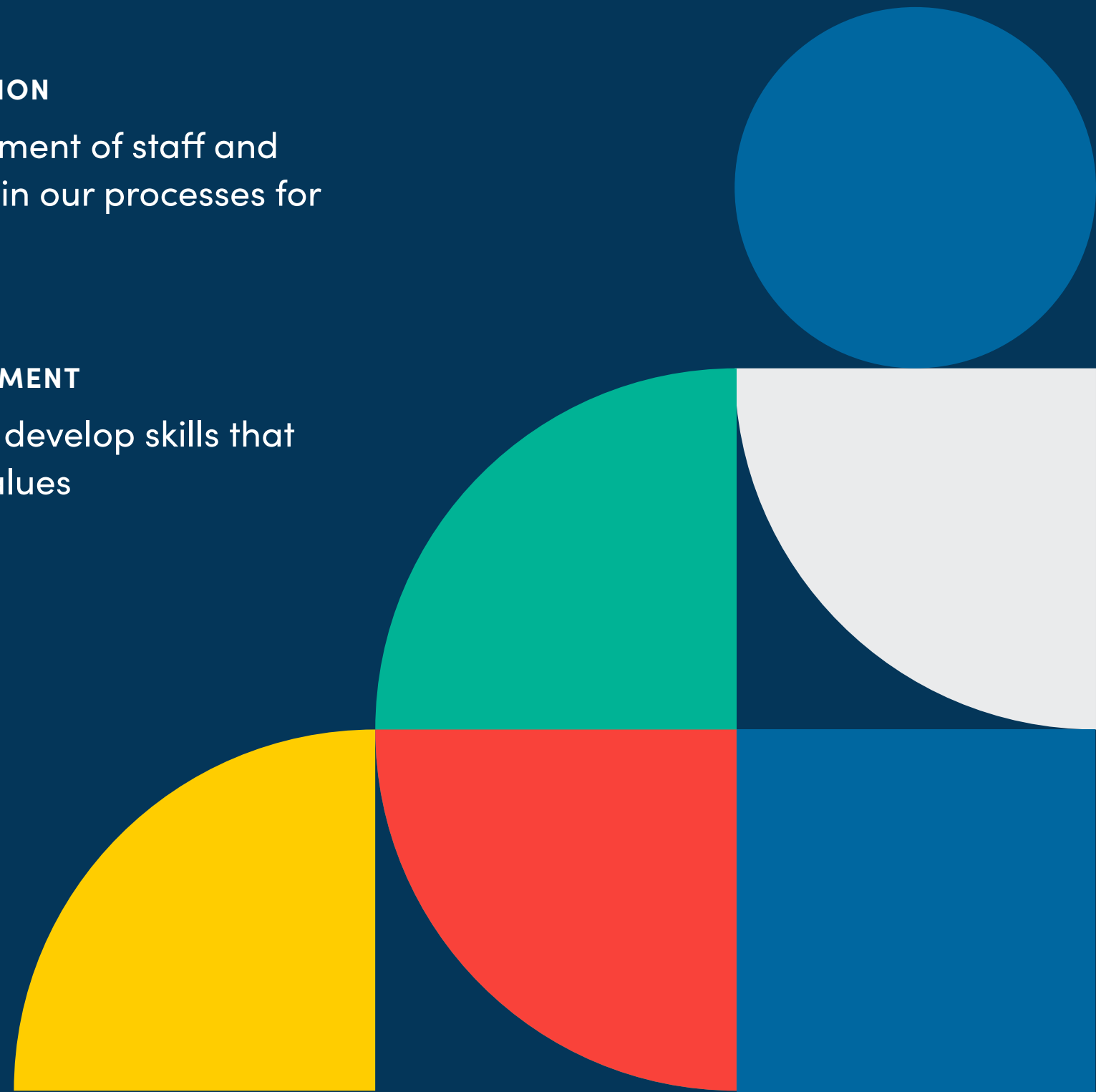
We reflect on our own individual values and recognize how it effects our connection

## 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