

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

WHAT WE DO:



Open doors

We build opportunities.



Open minds

We inspire change and hope.



Open possibilities

We transform healthcare to make it more equitable.

WHY WE DO IT:



Open to all

Everyone has the right to housing and healthcare.

HOW WE DO IT:

CONNECTION:

Building meaningful relationships.

PEOPLE-FIRST

People directing their own path through equitable services.

WELLNESS

Enhancing all aspects of well-being.

ENGAGEMENT

We design housing, health care, supports, and the system together.

HOUSING / HEALTH CARE / COMMUNITY OUTREACH /
PEER SUPPORT / SERVICE AND SYSTEM RESOLUTION

[SUPPORTHOUSE.CA](https://supporthouse.ca)

GUIDING PRINCIPLES OF PRACTICE



Trauma Informed

means we seek to be sensitive to the impact of traumatic experiences for everyone, and we use approaches to create safety and foster empowerment

Housing First

prioritizes permanent and stable housing for people experiencing homelessness

Chronic Care Model

is an approach that puts the person at the center of their primary care and considers all aspects of their well-being

Safety

Focuses on creating physical, emotional, cultural and psychological safety of staff, clients and community

Harm Reduction

is an approach that fosters safety in all aspects of human behaviours, and respects the rights of all people to be treated with dignity and respect

Built on the Foundation of Diversity, Equity & Inclusion

Building the capacity to reflect on, understand, and respond to the rich diversity within our society



Our promise

To open doors, minds and possibilities for people experiencing mental health and substance use concerns so that essential supports meet people where they are.

We are open to all. Everyone has a right to housing and health care.

Culture
=
Values
+
Behaviours



TEAMWORK

GRIT

HUMILITY

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 are continuing to pioneer values driven supports and services; to be authentic is what our organization stands for.



Our values are the foundation for our culture and more effective:

DECISION MAKING

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

TEAMS

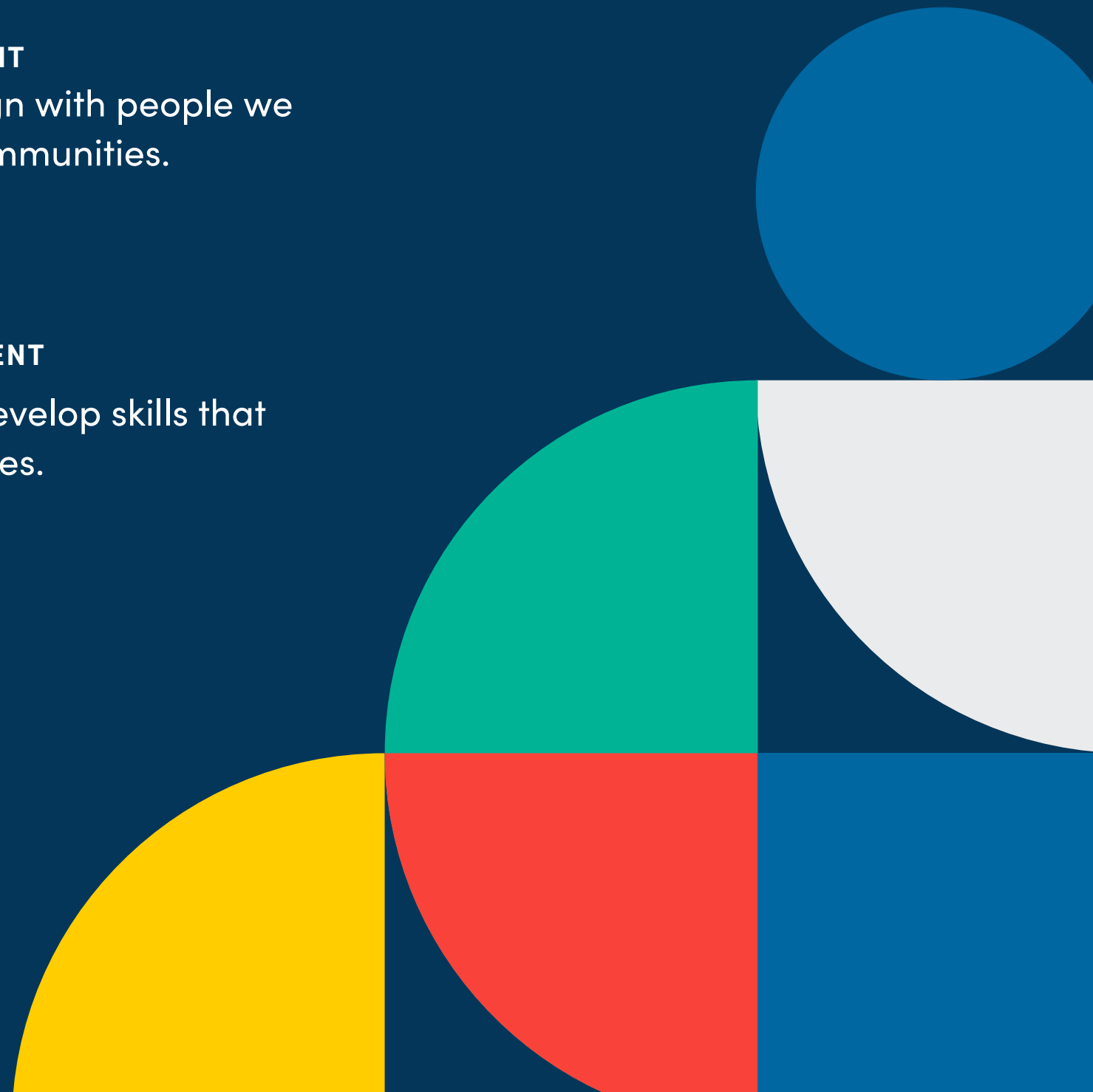
We follow a values-based recruitment, orientation, and coaching process.

PROGRAM DEVELOPMENT

Together we co-design with people we support, staff and communities.

LEARNING + DEVELOPMENT

We support staff to develop skills that connect with our values.



Support House Oath of 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 build meaningful relationships.
- We support people to direct their own path.
- We focus on impacting wellness.
- We design housing, health care, supports, and the system together.

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 honour our core values in the way we work with each other and provide supports and services.

The oath is clear reminder of what we are all about.

Code of Ethics

- Am I conducting myself in accordance with my professional code of ethics? If I am not aligned to a professional college, I will conduct myself in accordance with the Ontario College of Social Workers and Social Service Workers Code of Ethics and Standards of Practice following the Social Service Worker designation.
- I am aware that my identities may give me privilege and power in ways that are different than those around me.
- I strive to embody the *Platinum Rule* ‘to do unto others as they would have done unto themselves’, where the needs of the person seeking support are centered and I look beyond my own experiences and perspectives.

CONNECTION

- Am I building meaningful relationships?
- Am I making this interaction matter?
- Am I honouring my commitments and building trust?
- Am I using inclusive language?
- Am I meeting the person where they are at?
- Am I honouring and respecting people’s feelings, opinions, and choices?
- Am I being compassionate and non-judgemental?
- Am I encouraging connections to reduce isolation?

PEOPLE FIRST

- Am I supporting people to direct their own path?
- Am I honoring the best interest of people?
- Am I exploring choices and options with people?
- Am I working with people’s strengths?
- Am I encouraging and supporting people to do things for themselves?
- Am I reminding people that they have a right to express their needs?
- Am I finding creative solutions to support equity and diversity?
- Am I being flexible and adaptable?
- Am I managing my own biases and assumptions?
- Am I genuinely listening?
- Am I discussing privacy and confidentiality regularly?

ENGAGEMENT

- Are we designing housing, supports, and the system together?
- Am I seeking collaboration?
- Are people impacted involved in the creation and decisions?
- Am I using the team?
- Am I working with others?
- Am learning from others?

WELLNESS

- Am I enhancing all aspects of well-being?
- Am I encouraging health and wellness?
- Am I being a role-model through how I take care of myself?
- Am I managing how I am being impacted?
- Am I always seeking personal growth opportunities?

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