



## 5 PRINCIPLES OF SERVICE DELIVERY

The Principles of Service Delivery are designed to guide shelter providers and their Board of Directors in their decision making and to promote the good governance of the shelter system. The Principles are particularly helpful in the event that the TSS are unclear or silent on an issue in question. Shelter staff and board members will refer to the Principles in such circumstances to inform their actions, decision making or service approach.

### 5.1 RESPECT AND DIGNITY

Shelter service delivery is based on accepting and respecting the inherent dignity, diversity, experiences and abilities of all individuals.

- (a) Shelter providers will
  - (i) Create and maintain an atmosphere of dignity, acceptance and respect for all individuals
  - (ii) Respect and balance the independence, values, knowledge, abilities and diversity of all individuals
  - (iii) Provide services to each client in a non-judgmental manner, free from discrimination and harassment
  - (iv) Protect and promote the health, safety and security of all individuals
  - (v) Protect the personal and health information and privacy of all individuals.

### 5.2 CLIENT-CENTERED SERVICE

Shelter services focus on clients' needs and empower them to collaborate in the development and implementation of a service plan. As much as possible, clients' preferences and their feedback about the services they receive are meaningfully considered and acted upon when appropriate.

- (a) Shelter providers will
  - (i) Work collaboratively with each client to develop a service plan that enables the achievement of a client's goals as they relate to housing stability

- (ii) Ensure that a client's service plan and the support services they receive focus on recognizing and building upon a client's strengths and capacities
- (iii) Provide services grounded in the principles of harm reduction that are responsive to the diverse and evolving needs of clients
- (iv) Provide services using a trauma-informed approach that takes into account an understanding of trauma in all aspects of service delivery and places priority on the client's safety, choice and control
- (v) Ensure that staff work collaboratively to share any necessary and relevant information about a client's situation in support of the client's service plan in a manner that is respectful of the client and their privacy
- (vi) Provide clients with access to clear and accurate information that allows them to make informed decisions
- (vii) Provide clients with opportunities to participate in the planning, development and evaluation of support services and the policies that govern them.

### **5.3 HOUSING FIRST**

Housing is a basic human need. All persons deserve safe, secure, affordable and well-maintained housing. The focus of shelter service delivery is to help clients find and maintain housing consistent with their service plans.

- (a) Shelter providers will
  - (i) Work collaboratively with clients to find suitable housing as identified in their service plans
  - (ii) Work collaboratively with clients to provide them with the appropriate supports and referrals that will help them achieve and maintain housing stability.

### **5.4 ACCESS TO SHELTER SERVICES**

All persons have the right to seek shelter services.

- (a) Shelter providers will
  - (i) Ensure that information about their shelter(s) and the various ways to obtain services is understandable, available through various means and accessible to people with disabilities
  - (ii) Work toward eliminating real or perceived barriers that prevent or inhibit client access to shelter services
  - (iii) Not use immigration status as a basis to deny newcomers to Canada access to shelter services.

## 5.5 SERVICE QUALITY

High-quality service delivery relies on clear, achievable and measurable outcomes.

- (a) Shelter providers will
  - (i) Ensure that services focus on achieving the best possible outcomes for each client
  - (ii) Meet or exceed service performance targets prescribed by SSHA
  - (iii) Commit to continuous, self-evaluation and improvement of the services they deliver, based on evidence and leading practice(s)
  - (iv) Be accountable to all of their stakeholders for all of their operations
  - (v) Ensure that their shelter's capital assets and infrastructure are kept in a state of good repair in order to maintain a safe, healthy and accessible physical environment.

## 5.6 COLLABORATION, COMMUNITY ENGAGEMENT AND PARTNERSHIPS

Community engagement, support networks and partnerships are essential to enhancing the efficiency and effectiveness of the shelter system.

- (a) Shelter providers will
  - (i) Collaborate with clients, service providers and other stakeholders to create and maintain a network of supports in order to achieve the best outcomes for clients and the neighbourhoods in which they receive services and/or reside
  - (ii) Develop and maintain a respectful and responsive relationship with the neighbourhood in which their shelter is located and with the wider community.