

PRINCIPLES OF SERVICE DELIVERY

Toronto Shelter and Support Services Principles of Service Delivery are designed to guide 24-Hour Respite Site providers in their decision making and to prioritize the clients' experience.

Respect and Dignity

Services will be delivered in a compassionate and non-judgmental manner, free from discrimination, harassment, racism and oppression, that respects clients, their privacy and protects and enhances their dignity.

Client-Centered Service

Access and supports are provided using a low-barrier approach that is client-centered, trauma-informed, grounded in harm reduction, approached from an anti-racism/anti-oppression perspective and involves clients in all key decisions regarding their needs.

Safety

24-Hour Respite Site services are delivered in a manner that promotes and enhances the safety of clients, staff, volunteers and visitors.

Housing First

Helping clients to find and maintain housing is an effective way to help clients transition from homelessness to permanent housing. Clients are provided with information, opportunities and choices to access housing and related supports.

Service Quality

24-Hour Respite Site service quality relies on clear, practical and achievable outcomes. Services are delivered focussing on continuous improvement.

Collaboration and Partnerships

24-Hour Respite Site services are built on positive community relations and a network of supports to achieve better outcomes for clients.

