

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 with compassion and without judgement, free from discrimination, harassment, racism, and oppression. Service delivery will respect each client's rights, privacy, and dignity, and will be guided by equity, diversity and inclusion.

Client-Centered Service

Access and supports are provided using a low-barrier, client-centred and trauma-informed approach that is grounded in harm reduction and approached from an anti-racism/anti-oppression perspective.

Safety

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 support their transition from homelessness to permanent housing. Clients will be provided with information, opportunities and choices to access housing and related supports.

Service Quality

Service quality relies on clear, practical and achievable outcomes. Services are delivered with a focus on continuous improvement.

Collaboration and Partnerships

Services are built on positive community relations and a network of supports to achieve better outcomes for clients.

Access to Respite Services

All persons have the right to seek services. Providers will work to identify and remove barriers to service to ensure equitable access and outcomes for all clients.

