



Value Statements

We are trauma informed

We recognize that people often have many different types of trauma in their lives. People who have been traumatized need support and understanding from those around them. Often, trauma survivors can be re-traumatized by well-meaning caregivers and community service providers. We aim to educate ourselves and our communities about the impact of trauma on clients, co-workers, friends, family, and even ourselves. Understanding the impact of trauma is an important first step in becoming a compassionate and supportive community.

We are kind to those we meet and to ourselves

We believe that kindness is a powerful act that shapes our world. Acts of kindness change our daily lives and have a deep impact on those who give and receive.

We show respect in our actions and words

We deeply respect our clients, co-workers, volunteers and community partners and the abilities, experience, qualities and perspectives they bring to our work. We meet families where they are. We listen to understand. We value the emotional and cultural backgrounds of those we work with. We show respect for the space we work in by doing our part to keep it in a good condition and clean. We show respect for the environment.

We collaborate to achieve better outcomes

We believe that collaboration will allow us to achieve better outcomes for our clients and the community. We believe in the inherent value of the individual and the collective wisdom of the group and community. Many of the situations we face are complex and require many community members to come together. We work to identify shared goals and values and build consensus to produce meaningful outcomes together. We collaborate internally and with external partners and work to remove barriers for collaboration.

We value personal integrity in our relationships with others

We strive to build trust by maintaining confidentiality with our clients and colleagues and by being true to our word. We are honest in our communication and value and respect professional boundaries and personal vulnerability. We admit when we make mistakes and work together to grow professionally.

We are transparent and share information openly (except when confidentiality is required)

Our clients, staff, donors and other stakeholders have access to the information they need up front and when they need it. We make relevant information publicly available as much as possible. We share information through many different channels including direct communication, written communication and web based resources. We invite questions and concerns and respond to inquiries in a timely way. We use consistent and supportive processes in staff management and reviews.

We maintain an inviting and welcoming environment

We show that we value staff and clients by maintaining a physical environment that is clean, safe, friendly and well maintained. We consider barriers in our environment and remove them to our best ability. We communicate with each other and those who come into our environment with a positive, accepting and friendly attitude.

We work to increase equity and inclusion in our organization and the community

We prioritize removal of barriers for families and staff. We promote diversity in our staff, board and volunteers. We actively learn and seek to understand historic systems of oppression and inequity, structural inequity. We promote actions and engagement to increase equity.

