

GUIDING PRINCIPLES FOR SERVICE DELIVERY

Approach to Service Delivery

In accordance with our beliefs and aims, we will:

1. Support and assist victims and survivors in a sensitive manner with the goal of empowering them to make the best decisions and choices possible for themselves, their children, and non-offending/vulnerable family members.
2. Provide services, in accordance with our individual mandates, in a manner which reflects and reinforces our belief that offenders must be held accountable for their actions.
3. Interact with clients and service users in a manner which reflects and reinforces our belief that victims and survivors are not responsible for the violence or abuse they have experienced, regardless of the coping strategies they may have employed in the relationship and/or the circumstances in which the violence occurred.
4. Ensure that the safety, health needs and well being of the victim/survivor, her children, and non-offending/vulnerable family members in all instances must be the primary consideration in all interventions and decision making processes.

Cooperation and Collaboration

In accordance with our beliefs and aims, we will:

5. Work with victims and survivors and their children, supportive family members, and each other to ensure that a network of support and assistance is accessible to victims and survivors of partner abuse at all times.
6. Work together in a cooperative and collaborative manner to ensure that victims and survivors of partner abuse and their children are given appropriate referrals to address their unique and changing needs in a prompt manner and as necessary during our involvement with the victim and her children.

Accessibility

In accordance with our beliefs and aims, we will:

7. Make every effort to ensure that victims and survivors of partner abuse and their children are not denied access to required services.
8. Commit ourselves, individually and collectively, to improving, enhancing and maximizing the accessibility of our services and the locations in which we deliver said services until all services are available in barrier-free locations and are fully

accessible with attention to financial, linguistic, geographic and cultural⁶ barriers. To this end, we commit ourselves to developing our individual and collective capacity as culturally competent service providers; and to providing cultural, linguistic, ASL and Deaf interpreters as necessary during interventions and service delivery.

⁶For the purpose of this Protocol, culture is interpreted in the broadest sense possible and includes any and all imposed or chosen parameters pertaining to an individual's identity and belonging, including but not necessarily limited to: country of origin, religion, sexual orientation/preference, ability/disability and economic status.