

## **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.
2. Provide services, in accordance with our individual mandates, in a manner which reflects and reinforces our belief that perpetrators of sexual crimes 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 relationship between them and their assailant(s) and/or the circumstances in which the sexual assault occurred.
4. Ensure that the safety, health needs and well being of the victim/survivor are given primary consideration during all interventions and decision-making processes.

### **Cooperation and Collaboration**

*In accordance with our beliefs and aims, we will:*

5. Work with victims and survivors, supportive family members, and each other to ensure that a network of support and assistance is available to victims and survivors of sexual assault at all times.
6. Work together in a cooperative and collaborative manner to ensure that victims and survivors of sexual assault receive appropriate referrals to address their particular needs in a prompt and timely manner, at both the onset and throughout the duration of our involvement with her/him.

### **Accessibility**

*In accordance with our beliefs and aims, we will:*

7. Make every effort to ensure victims and survivors, and supportive family members, are not denied access to the services they require.
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 cultural<sup>18</sup> 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.

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<sup>18</sup>For 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.