

# GUIDING PRINCIPLES

We believe that everyone in our community deserves safe, affordable, and accessible housing. We intend to move forward with everything we do, with the following guiding principles:

1

## People-Centred Service

We will keep people at the centre of every decision and action taken. We will operate from a place of empowerment, empathy and compassion to evolve a system that is trauma-informed, culturally competent and understands the complex impacts of colonization.

2

## Collaboration

We aim to build our community through partnerships and a collaborative approach. Together, we will strive to develop a supportive and integrated service system. We will maintain accountability to each other and to our community and ensure sustainability as we move ahead.

3

## Action Driven

We intend to be proactive and deliberate in improving outcomes and commit to using an evidence-informed approach moving forward. We will proceed with thorough planning and a bias for action.

4

## Communication

We will maintain open, honest dialogue and engagement with all relevant community members and stakeholders.

5

## Innovation

We will approach challenges with a spirit of innovation, creativity and “out of the box” thinking.

6

## Evidence Informed

We will use evidence informed practices to guide decisions on planning, implementing and funding housing focused programs and services with the view to adapt and pivot when needed. We will use real time data to direct housing focused resources to those with the greatest vulnerability as quickly as possible.

7

## Lived Experience

We will actively seek diverse perspectives represented at all levels of the system, including those with current or past experience of homelessness. We will make space for diverse voices in the decision-making process and will maintain dialogue between community partners to learn from each other’s knowledge and experience.