

# Interval House:

## Mission, Vision, Values

### Our Mission:



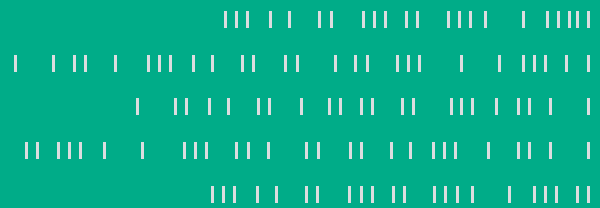
As Canada's first shelter for women and children experiencing abuse, we remain trailblazers in the campaign for women's empowerment and independence, providing innovative, specialized and transformative services that help to break the cycle of intimate partner violence.

### Our Vision:



We envision a world without intimate partner violence against women and their children.





## In realizing our Mission & Vision, we Value:



**Safety** - We believe that everyone has the right to a safe, healthy, stable and violence-free environment. Survivors of intimate partner violence need access to affordable and long-term housing resources.

**Confidentiality** - We recognize that the very nature of what we do, creates a special obligation to ensure and preserve the privacy of every aspect of our clients' information.

**Accountability** - We hold ourselves accountable to our stakeholders' trust through programming that meets optimal standards.

**Collaboration** - We continually build and maintain mutually beneficial partnerships with a range of stakeholders.

**Responsiveness** - Our programming responds to women's needs with a woman-centered approach that enables them to accomplish the goals they set for themselves.

**Integrated Services** - Our holistic approach integrates a continuum of services and programs ranging from crisis intervention to building economic self-sufficiency.

**Awareness** - We believe that community-based education and action is essential to ending intimate partner violence against women; and all our outreach and advocacy strategies champion the cause of women's empowerment.

**Diversity** - We validate our clients' and our stakeholders' intersectional identities of race, culture, ability, gender, socio-economic status and age; and we remain committed to identifying and reducing systemic barriers to our services.

**Independence** - We know that economic independence plays a key role in ending the cycle of intimate partner violence. Thus, leading by example, we pursue funding that gives us the flexibility and freedom to deliver our innovative programming.

# Interval House: Cultural Indicators

## Professional Practice

Staff behaviour, programs and services delivered will adhere to professional standards and best practices.

## Systems Structure

All Program and Service Delivery is managed through organizational systems that are formalized and consistent and follow standard policies and procedures.

## Communication

All verbal and written information is shared through formal channels, accurately and clearly. This is done both internally (top-down, bottom-up and laterally) and externally (with community partners, referral agencies, volunteers, donors, etc.).

## Goals-Driven Outcomes

Staff performance and related measures are aligned with the achievement of the department's objective, strategies and goals.

## Initiative

Individuals are proactive in their jobs. As a result, they will identify and act on potential challenges and opportunities that arise. They will bring problems and issues to the attention of management.

## Diversity

Inclusiveness practiced with an awareness of peoples' intersectional differences through fair and equitable practices among and between all staff and clients; as well as providing services to meet the diversity of client needs.