



Haldimand-Norfolk
REACH

supporting children, families, communities

Value Statements About Services

We respect children, families and communities.

We provide services that support human rights (such as health, safety and freedom from abuse) of children, families and communities.

We support children, youth, adults and families in exercising their rights as citizens.

Our services are flexible and based on individual needs and goals.

We will ensure that children, families and communities are partners in service planning.

Our programs work together to provide coordinated and responsive services.

We will enhance services by working in partnership with other community service providers.

Our services are based on best practices, professional ethics and standards, and ongoing quality improvement.

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Value Statements & Guiding Principles About Staff

Respect

We acknowledge, value and utilize the gifts and diversity of the R.E.A.C.H. team.
We value honesty and integrity in each other.
We each have a responsibility to promote a respectful work environment.

Excellence

We combine our areas of expertise to support each other in the delivery of comprehensive and coordinated services.
We promote a safe environment and believe in continuous improvement through learning from all experiences.
We value personal/professional development and believe that this is a wise investment.

Appreciation

We value a workplace that fosters fun, safety and enthusiasm.
We believe in encouraging, recognizing and acknowledging contributions.
We acknowledge commitment and dedication.

Communication

We promote open and ongoing communication to foster a strong R.E.A.C.H. team.
We believe in fair and consistent application of policies.
We believe in working collaboratively toward solutions.

Home ~ Work ~ Life Balance

We believe in the importance of family.
We believe in ongoing assessment to ensure meaningful use of time and resources.
We encourage wellness and self-care for all.

STAFF

H A L D I M A N D - N O R F O L K R E A C H



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Value Statements About Finance

We believe in and are bound:

By fiscal responsibility to our funders, board and community and this is accomplished through our system of checks and balances (internal controls) and reporting procedures and requirements.

To plan the year in advance through the budgeting process and to be able to anticipate expenses and/or other funding pressures.

To honour our contractual obligations to our funders.

To have our financial statements audited annually by independent external auditors.

We believe in the following:

A departmental approach to finance provides flexibility. Authority for program-specific expenses are best managed by the applicable manager(s). We capitalize on opportunities to share resources across the agency to reduce the limitations of funding silos.

We acknowledge that fiscal resources are limited and don't meet all staffing and program demands. This requires that we work together to make best use of available resources.

We commit to continuing to advocate for additional annualized and fiscal (one-time) funding, and to have an open dialogue with funders, re: wages, service pressures, working conditions, etc.

We will update staff on a regular and timely basis on the status of our advocacy and financial planning efforts.



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Vision Statement

There will be increased well-being among individuals and families in the communities of Haldimand and Norfolk, fostered by Haldimand-Norfolk Resource, Education And Counselling Help (REACH) as a community leader and partner.

Mission Statement

Haldimand-Norfolk REACH promotes and supports social inclusion and community well-being by providing co-ordinated access, planning, programs and services for children, families and communities.

VISION & MISSION
HALDIMAND-NORFOLK REACH