



Pacific Community Resources VALUES AND SERVICE PRINCIPLES

VALUES

Inclusion

Children, youth, adults, and families have a right to social, educational and economic inclusion in society.

Recognition Of Rights

Rights of Children and Youth

Pacific Community Resources works to ensure the full implementation of the United Nations Convention on The Rights of the Child; The Rights of Children in Care (Child, Family & Community Services Act); the statement of Client and Children's Rights of the Federation of Child and Family Services of BC; and the statement of principles of First Call: BC Child and Youth Advocacy Coalition.

Children and youth are entitled to protection; economic security; provision of services; education; health care; opportunity; and participation in community life.

Family

The Importance of Family

Pacific Community Resources works to support the love, care and engagement of parents and extended family, which are central to the well being of children and youth. Where parents cannot meet their child's fundamental needs, Pacific Community Resources advocates for, and endeavours to provide, substitute support and care matched to developmental level.

Economic Security

The Importance of Economic Security

For adults, achieving and maintaining employment is critical to their economic security; self-determination; and community inclusion. For youth, educational attainment and the development of life skills are critical to future employment readiness.

For adults and youth, Pacific Community Resources works to address educational upgrading; life skills; barriers to employment; sustained attachment to the labour force; and living wages.

Income Assistance for those adults or youth in need, must be accessible, immediate and adequate. Pacific Community Resources assists youth and adults in securing income assistance as well as advocates for systemic policy reform.

Community

The Importance of Community

Pacific Community Resources works to strengthen healthy, caring and inclusive communities as part of building on the social determinants of health.

Sustainable Solutions

Community Development

Many social problems are not amenable to "quick fixes" and need sustained solutions that can only come about through community development to address the root causes of entrenched social problems. Pacific Community Resources works to foster the healthy development of communities and build community resources and assets as part of its service delivery approach.

Advocacy

Advocacy

Pacific Community Resources supports self-advocacy; advocates on behalf of individuals and families; and engages in systemic advocacy to identify gaps in service, policy issues, and strategies to address social justice issues: poverty, abuse, mental health, substance abuse, violence, homelessness, racism and marginalization.

Diversity

Diversity

Pacific Community Resources respects and values diversity of culture, spiritual beliefs, gender, and sexual orientation.

Cultural Enrichment

Arts and Culture

Pacific Community Resources promotes arts and cultural enrichment as an integral part of service delivery to foster the well-being and community inclusion of people we serve.

Collaboration

Collaboration and Partnership

Pacific Community Resources Society is committed to effectively collaborating and partnering with individuals, communities, business, other agencies, and governments. Collaboration is essential to meeting the needs of children, youth, adults, families and communities.

Comprehensive-ness

Holistic, Comprehensive Service Delivery

Many of the children, youth, adults and families we serve have multiple, inter-related problems that require a holistic, comprehensive response through integrated, seamless service delivery.

Pacific Community Resources works to achieve a seamless service system with the full range (continuum) of services accessible to communities including prevention, harm reduction, early intervention, treatment/intensive intervention and crisis response.

A comprehensive approach also means ensuring people's basic needs for food, clothing, housing/shelter, and access to transportation are met.

Welcoming

Welcoming Resources

We strive to make all our resources and sites welcoming, friendly, non-intimidating and non-bureaucratic.

**Honesty
Respect
Choice**

Role Models

We are role models for children, youth, adults and families we serve, and thereby promote values development through our own attitudes, behaviour and counselling. Our role is to assist individuals to develop their own sound and respectful judgements and values. As role models we promote honesty; assertiveness; respect and consideration of others; a democratic viewpoint; autonomy from dependence on drugs or alcohol; responsible sexuality; and the right to choice including abortion. We use an educational approach to counter sexism, racism, homophobia, violence, aggression, harassment and other forms of discrimination.

Empowerment

Youth and Adult Empowerment Through Self-Determination, Volunteering and Leadership

The resilience of youth and adults is secured by building on the individual's strengths including having opportunities to volunteer and take leadership roles – to give and not only receive; to lead and not only follow.

**Quality Services
An Employer Of Choice
Compensation Equity**

Quality Services/Service Excellence

Pacific Community Resources is dedicated to the provision of high quality services. We strive to achieve this through:

- Recruitment and retention of skilled, diverse, dedicated staff;
- Staff training and development;
- Community-based research and evidence-based practice;
- Supervision and leadership to encourage, support, motivate and inspire;
- Staff input and participation in all aspects and at all levels of the agency which values teamwork and collaboration to achieve shared goals;
- Compensation equity with government and the broad public sector to ensure wages, benefits and pensions aligned with the recruitment and retention needs of a professional community agency;
- Striving for adequate funding levels and practicing ethical fundraising; and
- Continuous quality improvement including regular reviews, feedback and agency accreditation.

Staff Participation

Staff Empowerment and Democratic Participation

Central to Pacific Community Resources history is the inclusion of staff in the governance and overall leadership of the agency and its development.

Pacific Community Resources pioneered the democratic participation of staff in the governance of a not-for-profit society. Elected representation to the Board of Directors (6 out of 20 Directors) will full voice and vote, as well as on all Board Committees (with the exception of the Executive Committee) ensures staff have a direct voice in agency affairs.

At the operational level, Pacific Community Resources also values the role of an effective and representative Staff Association to raise and seek solutions to human resources and compensation issues.

A common vision – defined, shared and upheld by the Board, management and staff – is the foundation of our integrity, as well as our success.

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