

Our Values



Hold children, youth, and families at the centre of all we do

Our clients and families are at the heart of our work. We listen, learn, and engage meaningfully with those we serve, recognizing the communities they belong to and fostering inclusive spaces where they feel they belong. We make every decision together with the best interest of our clients in mind.



Challenge ourselves to learn and grow

We strive for continuous improvement in our work, always seeking to learn and grow. We welcome a culture of learning at all levels and encourage each other to bring new ideas to the table and be nimble without compromising quality and service excellence.



Achieve more together

We seek to create a culture of inclusion and collaboration, internally and externally. We know that we cannot and should not do this work alone, and work collectively to bring inclusive and diverse perspectives, including our families and communities, to the table. We recognize the importance of taking care of each other in order to do our best work, and make intentional efforts to empower, celebrate, and support our teammates.



Instill hope

We instill hope in our clients and families for a better future. We support our clients to help them achieve their goals, tackle barriers, and empower them to realize their own potential to succeed. We bring positivity and confidence to our work and seek to foster an environment where anyone can influence change.



Lead

We lead by example and with integrity to our industry and peers through collaboration, taking ownership and accountability in our work, and creating space for inclusion. As leaders, we listen and take in feedback from all levels, and inspire others to do the same. We do this all while holding ourselves to a high standard of quality and continuous innovation.