

Service Principles

Contact Brant values trust, respect and integrity – these values guide our Service Principles:

Trust:

- We honour confidentiality and privacy of information
- We ensure informed consent is always secured
- We promote an inclusive and safe environment
- We promote open and on-going communication, working collaboratively towards solutions

Respect:

- We value the uniqueness and diversity of children, individuals, families, community partners, our staff and our volunteers
- We respect and promote human rights of children, individuals, and families
- We provide services that are timely, flexible and based on individual need
- We promote a respectful work environment
- We value honesty and integrity in our staff team and in the work we do
- We value commitment and dedication of our staff

Integrity:

- We work collaboratively with individuals and their families as well as community service partners to provide coordinated and responsive services
- We provide our services based on best practices, professional ethics, and on-going quality improvement
- We believe in continuous improvement through learning from all experiences
- We value fiscal responsibility
- We ensure policies and practices are in place and implemented
- We make decisions fairly and responsibly