



| PROGRAM POLICY | | |
|----------------|--------------------|---------------------------------|
| Policy #1 | Program Principles | |
| | | Effective Date: January 1 ,2011 |

Transitions to Home (T2H) is a program that is sponsored and managed by Wesley Urban Ministries as a partnership between, Wesley, the City of Hamilton, Mission Services, Good Shepherd Centres Inc., Housing Help Centre, Mental Health Street Outreach Team and the Salvation Army recognized as the Hostels and Emergency Shelter Services Integration and Coordination Committee (HESICC). The foundational principles of this committee are:

- Abandon No One
- Ensure Dignity and respect
- Do not Discriminate
- Work Together as a System

As an evolution of case management within the emergency shelters and on the streets, the T2H program through a housing first approach focuses on the social determinants of health, adequate income, education, employment housing, food, meaningful activity and social inclusion. The program’s mandate is to work with the long term shelter user who has stayed in a shelter for more than 42 nights in any 12 month period and/or individuals who are at risk of becoming a chronic shelter user.

Policy:

As an expression of this commitment the T2H program uses the following principles to guide all program activities and decisions:

Accessibility: The program is available, flexible and mobile within the community, open during the days, evenings and weekends, accessible to participants and landlords 24/7 by telephone.

Change: The program uses the techniques and concepts of motivational interviewing and the stages of change to empower and assist participants with making changes that return stability and health to their lives.

Harm Reduction: The program assists individuals in reducing and containing the adverse physical, mental, emotional, financial and social effects of substance use and addictions.

Housing First: Assisting long term shelter users or those at risk to obtain and maintain a viable tenancy is the primary intervention offered with participating in “case management” as the one pre-condition.

Integrated: The program seeks to integrate the different services and delivery approaches of formal and informal community partners to meet the needs of the participants in a holistic and inclusive manner

Non-judgemental: The program accepts people for who they are meeting them on their terms and respects the choices they make.

Participant Centred: Participation in T2H is voluntary. Creating a trust-based professional relationship with the participant is the key to program success, all program decisions are mutually agreed upon and are centred on the unique needs of each participant. T2H uses an anti-racist, anti-oppressive approach that is consistent with participant’s cultural norms and values.

Recovery: The program assists individuals to rediscover hope, personal power and control in their lives.

Self-help: The program helps participants to; understand symptoms of addictions, mental illness and the impacts of other life issues, take actions to counteract them and apply coping and management skills.

Current Application:

All T2H staff applies these principles to guide decision making on a daily basis. These principles are activated by all program policies and are used to guide decision making when program policies fail to address the circumstances of a particular issue.

In the event of exceptional circumstances that are not addressed by current policies and procedures, these principles are used to guide decision making and the creation of new policies.

The T2H program works towards hiring program employees whom have a pre-disposition to activating the program principles and resemble the diversity of the group of program participants.

Approval:

| | |
|------------------------------|----------------------|
| | |
| Signature & Title | Date Approved |