**Our Values**

**We are always present and prepared**

What this means:

* Understanding the importance of emotional presence in our work – to truly show up and “be with” our clients
* Approaching each task, session and encounter with our clients being intentional and prepared – so we can deliver our best and demonstrate our client’s importance to us
* Embracing and embodying the importance of attachment theory and the need for connection in our interactions with our clients and teammates

What this doesn’t mean:

* Not allowing sufficient time to settle in and prepare for our sessions – running late, not having time to review chart notes in advance, or being distracted
* Being emotionally detached
* Neglecting self-care and boundaries creating potential for caregiver fatigue or burnout

**We hold a safe space for our clients and our teammates**

What this means:

* Approaching all interactions and encounters attentive to the need for emotional safety
* Understanding the importance of providing ethical, constructive, and respectful communication
* Understanding we are human and may make mistakes, but we acknowledge this and make efforts to repair it
* Understanding a safe space is inclusive, diverse, and mindful of privilege

What this doesn’t mean:

* Behaving in ways that are uncaring or insensitive to the potential impacts on others
* Being careless, reactive, or critical/non-constructive in our communication or interactions
* Not taking accountability and withholding efforts to make a repair

**We are privileged to be let into our client’s emotional world**

What this means:

* Honouring the special opportunity of being let into our client’s vulnerable inner world, and reflecting upon the personal impact we experience because of this
* Taking care to treat this privilege with the care and respect it deserves
* Understanding our clients are placing their emotional health and wellbeing in our hands

What this doesn’t mean:

* Maintaining an aloof or detached stance with our clients
* Consistent mis-attunement to a client’s emotional experiences
* Working from a model of therapist as “expert” rather than a trusted guide

**We honour our client’s internal strength and wisdom, even if they have lost touch with it**

What this means:

* Understanding that our clients are the true expert of their own experience
* Recognizing the internal strength and wisdom of all, even if it is not currently accessible to them
* Seeing our clients through a humanistic lens

What this doesn’t mean:

* Pathologizing
* Failing to recognize people within the context of their struggles
* Viewing others with judgement

**We hold ourselves to being truly excellent from the biggest things to the smallest ones**

What this means:

* Striving to deliver the highest quality experience for our clients – from sessions, to documentation, to emails and to phone calls – every touch point is done with care and excellence in mind
* Understanding that striving for excellence is different than perfectionism
* Providing clinical specialization and expertise that sets us apart

What this doesn’t mean:

* Neglecting to review and reflect upon our work for quality assurance
* Allowing over-commitment which can create a negative impact on energy and quality of work
* Letting go of the desire to delight and surprise our clients with exceptional care

**We are always growing and improving**

What this means:

* Engaging in lifelong learning through both formal and personal growth opportunities
* Looking for opportunities to grow when challenges arise
* Being humble and acknowledging we all have room to make improvements

What this doesn’t mean:

* Settling for a “maintenance” mindset as opposed to a “growth” mindset
* Blaming others when challenges arise
* Allowing external factors to become excuses

**We always find hope, even when it is hard to do**

What this means:

* Holding a positive and optimistic presence (holding hope when our clients may not be able to initially)
* Understanding the importance of emotional balance and wellness as necessary components of being optimistic
* Engaging in a practice of self-care to be able to engage fully from a place of hope and optimism

What this doesn’t mean:

* Allowing negativity and pessimism to take hold
* Ignoring signs of depletion
* Neglecting your self-care thus impacting what you have to give