



Women's Health Clinic's approach to service delivery is based on the following principles and consistent with our organizational values. We use these principles to guide our programs, policies and actions.

Social Justice:

- » We are a feminist organization that values difference and welcomes diverse opinions, experiences and perspectives.
- » We believe it is important to listen.
- » We believe in the importance of volunteers and peer support.
- » We believe in paying attention to power imbalances and working toward shared responsibility.
- » We believe it is important to bring communities together to make positive change.
- » We believe in asking questions that challenge ourselves and others to do better work.
- » We believe in advocating for change and pushing boundaries both within our own organization and in the larger community.

Client Centred:

- » We believe that each client is an expert on their own lives and that their experience knowledge and belief systems, are as essential to their health as the service they receive.
- » We believe that time, attention to our biases, and an attitude of respect are essential in creating a helpful client/ service provider partnership.
- » We believe it is important to consider the whole person in the context of their lives, when providing a service.
- » We believe in openness, transparency, confidentiality and being a safe, nonjudgmental and welcoming space.
- » We believe that working as a multidisciplinary team benefits our clients.

Inclusive:

- » We believe that all people should be valued, respected and supported.
- » We believe in supporting people to reach their full potential.
- » We believe that by embracing diversity we are a stronger both individually and collectively.

Accessible:

- » We believe it is important to create, and advocate for accessible services for all people.
- » We believe in encouraging the engagement of a diverse group of staff and clients.
- » We believe that accessing service should be a simple process with a minimal number of steps.

Pro-Choice:

- » We believe that all people have the right to accurate non biased information about the choices they are making.
- » We believe that informed choice applies to all areas of a person's life - not only reproduction.
- » We believe that information and support can help reclaim normal life experiences (such as childbirth and abortion) that have been over medicalized and pathologized.
- » We believe that the right to choose is both personal and political.

Harm Reduction:

- » We believe it is essential to understand client's issues and possible solutions in the context of their lives and the broader community.
- » We believe that a client's attitudes and actions are influenced by all the determinants of health.
- » We believe that providing information, education, skill development and support empowers people to make healthy decisions for themselves and their communities.
- » We believe in creating services that are evolving and responsive to people's changing needs.