

## OUR PHILOSOPHY OF CARE

**Our Philosophy of Care is a foundational document that articulates the values, principles, and beliefs guiding our approach to caring for the people we serve.**

### **Creating a Safe, Supportive, and Unified Environment**

At Harbor Care, we work hard to create a safe and welcoming place where everyone—the people we serve and our staff—feels respected and valued. We meet each person where they are in life, honoring their unique backgrounds and experiences while maintaining strong professional boundaries. Our shared commitment unites all our services and staff under the Harbor Care mission; while ensuring we work together as one team to provide the best care possible.

### **Providing Coordinated, Person-Centered Care Across All Services**

We are dedicated to offering high-quality, trauma-informed care that connects all our organization's resources—housing, healthcare, and veteran services—working together to break the cycle of homelessness. We ensure that the people we serve are involved in their care decisions, making our approach truly person-centered. By following proven practices, we provide care that is consistent, compassionate, and tailored to each individual's needs. Our coordinated approach helps remove barriers between services, allowing us to collaborate effectively and meet the full range of needs for those we serve.

### **Fostering Collaboration, Accountability, and Innovation**

Collaboration and accountability are key to everything we do at Harbor Care. We empower our staff to make informed, responsible decisions that involve the people we serve and reflect the needs of our community. While we expect accountability, we foster a culture where taking thoughtful risks and learning from challenges leads to growth and innovation. Every team member is responsible for delivering high-quality care, contributing to our shared mission, and driving continuous improvement in pursuit of better outcomes for those we serve.

### **Communicating Clearly, Effectively, and Timely**

Clear, timely, and respectful communication is essential to our success. At Harbor Care, we prioritize open communication in every interaction that considers differences in communication styles, access needs, education levels, and life experiences. Our team shares a deep understanding of our services, and we ensure that all communication supports this shared knowledge. By building strong relationships through outreach and consistent communication, we make sure that every person feels welcomed and supported from their first point of contact through ongoing care. Transparent and intentional communication ensures that the people we serve, staff, and partners are aligned with our mission, vision, and values, helping us work together effectively.

