



Reviewed by Board and Approved:  
*November 28, 2012*

# Hamilton Literacy Council Values Statement

## Lifelong Learning

### Committed to the continuing pursuit of knowledge

- We ensure that staff are given opportunities and encouraged to develop their skills
- We provide opportunities for volunteers to enhance their knowledge and expertise in literacy

## Integrity

### Honesty in all of our endeavours

- We practice sound business principles
- We promise confidentiality for our clients and demand it from staff and volunteers
- We maintain an effective system of disclosure and accessibility

## Teamwork

### Together everyone achieves more

- We collaborate with internal and external stakeholders
- We share ideas and expertise and learn from each other willingly and openly
- We keep each other informed through effective and timely communication

## Excellence

### Embodying the highest standards in our principles and practices

- We continuously evaluate our performance at every level
- We benchmark against leading organizations

## Respect

### Fostering an environment of safety and respect

- We treat others in a manner in which we wish to be treated
- We establish policies and procedures that communicate our expectations clearly

## Service

### Serving to build a stronger community

- We strive to anticipate, meet, and if possible exceed the needs of our clients
- We provide a unique and rewarding volunteer experience