



SOLDIERS HELPING SOLDIERS – VALUES, CODE AND CREDO

OUR MISSION

We **recognize, identify,** and **connect** with homeless Veterans – and **connect them** to those who can provide the services they need

We aid in the recognition and identification of Veterans amongst Canada's homeless; accelerate the reconnection of those Veterans with their former profession and with; and connect Veterans to Veterans Affairs Canada or to program deliverers and service providers – reducing the risk of homelessness, mitigating its effects, and accelerating recovery from and life beyond homelessness.

We are a source for trusted relationships with individual Vets, partners assisting them to reach service providers and animate the benefits they deliver. We contribute and support the eco-system that confronts homelessness at the community level.

We act in convergence with CAF's efforts to Connect with Canadians – including our own extended military family – and offer meaningful volunteer opportunity for individual serving members, veterans, as well as citizens at large. We can make a difference in our volunteers' lives by enabling them to make a difference in the life of a homeless Veteran, our partners, and each other.

OUR CONCEPT OF OPERATIONS

Each Soldiers Helping Soldiers Chapter lives and operates at the community level. A nationally enabled all-volunteer effort – community level Chapters plan, coordinate, and conduct a range of activities that support SHS mission's objectives, including in ways that complement the work of other organizations. Working in shelters, community patrolling, peer support, and part time drop in center support are examples of those activities.

OUR VALUES

Respect. Honest, considerate, constructive interaction and relationships with the homeless, veterans, partners and each other. We value the other.

Integrity. Our attitudes, words and deeds are grounded in our mission and enable the other. They are our bond.

Discipline. We plan, coordinate, and conduct our activities responsibly and purposely for the good of the mission, our organization, our members, our partners, and clients themselves. We follow the game plan.

Cooperation. We support each other and nurture a mutually supporting approach – sharing in the work and in the results. We are a team.

OUR CODE OF CONDUCT

1. **Do good.** Identify with comrades whom you can help, connect with them and connect them to professional and community services that can assist them. Show them respect and empathy. Offer selfless, patient and genuine listening.

2. **Stay safe.** Contribute within planned and scheduled SHS activities only, follow SHS cadre's instructions, guidance and protocols. Work in teams. In confrontational situations, de-escalate or disengage. Learn and implement best safety practices.

3. **Do no harm.**

a. **To clients.** Preserve and promote helped and helping comrades' health, safety and dignity. Refrain from intrusive interventions and improvised protocols. Protect other's privacy. Learn and implement best intervention practices.

b. **To partners and public.** Intervene collaboratively mindful of partners' mandates, purpose and limitations. Follow our partners' guidance and protocols. Preserve partners trust and public confidence.

c. **To the organization.** Promote, preserve and protect the Soldiers Helping Soldier mission and brand by pursuing our mission, living our values, and acting within the ROE.

OUR CREDO

- I am a Soldiers Helping Soldiers Volunteer.
- I offer my commitment, time and talents to the Soldiers Helping Soldiers Mission and Team.
- I support our Mission and Team by keeping and living our values.
- I live by our Rules of Engagement.
- I work individually and with teammates to seek out and pursue opportunities to make a difference – while ensuring risks are identified and managed.
- I promote the well-being of clients – while protecting my own and their privacy.
- I promote the well-being of eco-system and mission partners – enabling and enhancing their effectiveness in confronting veterans’ homelessness.
- I am an ambassador for Soldiers Helping Soldiers - and invite others to contribute to our mission, or that of mission partners – through the testimony of my own experiences, the experiences of the organization, and the experiences of partners.
- I participate as a volunteer – and will remain mindful of my own wellness – and the wellness of teammates.

I fully understand, believe in, and will comply with Soldiers Helping Soldiers mission, values, and credo – and will support, promote and encourage them in other members of our team.

Signed: _____ (print name)

Signature: _____

Date: _____

Welcome to the Soldiers Helping Soldiers mission, team and family. Thank you in advance for serving another part of our military family – in particular those at risk of or experiencing homelessness. There are many ways to serve indeed – serving here is of incredible importance, very valuable, and highly valued. Thank you!