



The Working Centre Ideas and Concerns

Policy

The Working Centre is a deeply responsive organization. We respond to concerns and ideas from all that we work with, balancing the needs of people with diverse points of view, balancing the individual and the collective, and taking into account the needs of our funders who make this work possible. We actively listen and work to create openness to receiving concerns and feedback, and this document seeks to describe and clarify this process.

Principles

- We are open to hearing ideas, suggestions and concerns and commit to being as open as possible to hearing the thoughts and ideas shared.
- We invite you to be as respectful as possible in sharing your ideas/concerns; we recognize that it can take careful work together to create a space where one can feel heard.
- Be assured that your concerns can be shared and this will not in any way be held against you directly.
- We believe that ideas and concerns are best shared directly in the work/space they impact, creating responsiveness and creative change opportunities – people involved in the work know best what can work, what can change.
- We work to cultivate a culture of respect and listening in our teams, so that ideas and thoughts are received thoughtfully.
- Threats are taken seriously and should not be part of this exchange of ideas and/or concerns.
- We recognize that some people may not be comfortable speaking with people who are doing the work, or circumstances may be serious enough to invite an outside/alternate place of reflection and listening.
- We often have mechanisms for sharing information that offer a venue to express ideas and concerns. For example, the shelter holds a monthly residents' meeting, Erbs Road Shelter has a newsletter that shares information, and most locations have a bulletin board. It is our hope that new ideas come from these times and activities together.
- We ask that requests for further conversation include your name and contact information – circumstances differ from situation to situation so it is helpful to discuss specifics rather than anonymous situations.
- We want to hear from you!

Practices

- We ask you to first share your idea/concern with those most directly involved in the project of interest.

- You can also share your thoughts with the project lead either by talking informally or by requesting a meeting. It is best to do this within regular work hours for the project lead.
- Once these steps have been tried, or if you are uncomfortable with the first two steps, you can ask to speak to someone outside of the project. There is a team of TWC leadership who will receive and respond to your request.
- To set up an off-site meeting, visit The Working Centre's website "Contact Us" page where you will find a feedback form - <https://www.theworkingcentre.org/contact#feedback-form> . Please include your name and a means of contacting you so that we can get back to you. We work to respond to these requests within two regular business days.

This document will be posted in common areas and on our website.