



## Ayuda Core Values Commitment

Ayuda core values of **Excellence, Integrity, Collaboration, Inclusion, Client-centeredness** and **Wellbeing** serve as a foundation for how we carry out our work. They are a thread throughout everything we do, and a commitment to one another and to our community.

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**Excellence:** Ayuda believes that all people deserve excellent legal, social and language access services, particularly immigrant communities who often face barriers. We strive to provide the highest quality services.

- We value passion, innovation and determination.
  - We hire and train experts in our fields.
  - Our staff are committed to continuous professional and personal growth.
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**Integrity:** Ayuda strives to exemplify honesty, transparency, and the highest ethical standards in everything we do.

- We honor the trust that our clients and our supporters put in us and our work and treat it with the utmost respect and care.
  - We are accountable to our staff, donors, partners, and the community we serve.
  - We accept responsibility and work to rectify issues when they arise, because trust is built in the proper handling of both our successes and our failures.
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**Collaboration:** Ayuda believes in the power of collaboration, where immigrant communities and service providers work hand in hand together to tackle hard problems. We strive to be an active partner with immigrant communities and fellow service providers.

- We recognize that our work is one part of a system larger than Ayuda, and that our clients benefit most when we respect each other's strengths. We work to deepen trust and collaboration.
  - We demonstrate trust and mutual support across our teams, and we work together to provide holistic services to our clients.
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**Inclusion:** Ayuda seeks to build and maintain an inclusive community of clients, staff and partners where all are safe, respected and valued. We believe that a diversity of experiences, opinions and backgrounds is integral to achieving our mission and vision.

- We celebrate diversity and seek to leverage the passion, energy and ideas of a culturally diverse team. We are thankful for the ways we get to learn from one another.
- We all share in the responsibility to create a positive culture and to promote equity, inclusion and respect.
- We celebrate immigrant lives and the rich diversity they bring to our country & community.

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**Client-Centeredness:** Ayuda respects the unique needs, challenges and realities of our clients' lives. In all matters, we strive to center the needs of our clients.

- We recognize clients as the ultimate decision makers for their own lives
- We use our platform to elevate the voices of immigrants in the local dialogue to broaden perspectives of the wider community and inform local policy.
- We value the insights of our clients' lived experience and invite their input to guide our decisions and our work.

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**Wellbeing:** Ayuda recognizes the value and dignity of every person, and that the wellbeing of our staff is essential to the success of our work. We work hard to be an organization where people thrive.

- We know the work we do is hard. We show compassion and support for each other as we do our work in a healthy and sustainable way.
- We show respect for one another's boundaries and wellness needs.
- We take a holistic approach to our services that values our clients as whole people.