

**Maricopa Association of Governments (MAG)**  
**Client Principles Statement**  
**DRAFT**  
**8-20-09**

The shelter community within the MAG region consists of emergency shelter and transitional housing for people experiencing domestic violence and homelessness. Each shelter is unique in its services, primary population, and areas of expertise. The shelter community is dedicated to promoting the following principles in the best interests of those seeking shelter:

- To conduct services in a professional manner by treating those seeking or in shelter with respect, fairness, and dignity.
- To provide services without discrimination, exploitation, oppression or abuse.
- To provide confidential services and inform those seeking or in shelter about the limits of confidentiality.
- To provide services as efficiently as possible in a timely manner.
- To provide information to those seeking or in shelter about the shelter's grievance processes.
- To provide services through competent, culturally sensitive staff who are knowledgeable about shelter and related services available within the community.
- To collaborate within the shelter community to provide the most appropriate services to meet the needs of those seeking or in shelter.
- To provide those seeking or in shelter with appropriate referrals to services and other shelter options available in the community as necessary.