

Enabling Directions:

Elements:

Advance our multi- service delivery model to enable greater access to service, timeliness and inclusivity

- Continued focus on prevention and early intervention
- Ensure a continuous commitment to diversity, equity and inclusion – looking after each other in our communities so no one is left behind
- Focus on the experience and relationship
- Ensure services are available where they are needed
- Implement an intentional youth engagement strategy (including youth in care)
- Advance family centred, collaborative planning with partners

Raise the agency profile by implementing a comprehensive communication strategy so families know they can reach out to us for support & services and our community understands and supports our work

- Use social media platforms
- Implement engagement strategies to change perceptions and build community
- Engage new volunteers and foster families by sharing the value of fostering and volunteering and the reciprocal/mutual gain

Together create a learning organization

- Implement a continuous improvement plan to ensure quality and positive outcomes
- Demonstrate the successes and benefits of a multi-service agency
- Create ways to regularly listen to the voice of those who receive services and work with us
- Leverage our expertise and share it with each other

Foster organizational health “we are one”

- Celebrate our success
- Foster our wellness culture through shared-responsibility
- As opportunities present, hire staff from diverse backgrounds
- Proactively manage all upcoming change
- Ensure board leadership excellence

Leading the Way

We are a partner in our community and a leader across sectors in supporting and building on the strengths of children, youth, adults and families.



A Hopeful Community

Children, youth, adults and families are safe, strong and healthy.

People know us

We look, sound and feel like our community. Everyone feels comfortable connecting with us.



Early Help

Our community has the knowledge of where to access information and receives the right service at the right time.



Children, youth, adults and families receive early services and have a network of support within their community.

Connected, Engaged and Cared for

Children, youth, adults and families are engaged, connected and empowered through community programs and partnerships that support wellness, advocacy and skills to lead healthy lives.



Resources that Meet our Needs

Sustainable and varied resources that meet the range of needs of people in our community and anchor our work.

Inclusion:

- we create a welcoming, inclusive and accessible environment.
- we value and celebrate diversity and uniqueness.
- we seek to understand and be knowledgeable about differences.

Compassion:

- we respond to others with understanding and empathy.
- we accept where people are and start there.
- we value the support of our colleagues and help each other.

Integrity:

- we speak and act openly and directly.
- we believe that people act with good intent.
- we strive for strengths-based, solution focused, least intrusive approaches.

Collaboration:

- we share information, responsibility and leadership.
- we value the input of others and include our clients in decisions affecting their lives.
- we are committed and reliable partners in our community.

Innovation:

- we encourage critical thinking and creative solutions.
- we value on-going learning and implement best practices.
- we work in ways that are flexible, accommodating and adaptable.

Accountability:

- we take responsibility for our actions.
- we make every effort to be efficient and effective and achieve best outcomes.
- we use our human and financial resources responsibly.

Mission: to be a partner, resource and leader in supporting and building on the strengths of children, adults and families in our community.

Vision: strong and resilient children, adults and families supported within a safe and welcoming community.