

**Our
VISION**

Building hope and opportunities with children, youth and families.

**Our
MISSION**

Working with families and communities for the safety, stability and wellbeing of children and youth.

**Anti-oppressive practice
DIRECTIONAL STATEMENT**

We are committed to anti-oppressive practice in which we challenge the impacts of power and privilege, eliminate barriers, and are inclusive of the broad range of diversity in our community.

EMPATHY

INTEGRITY

RESPECT

INNOVATION

INCLUSIVENESS

COLLABORATION

An organization recognized for SERVICE EXCELLENCE and INNOVATION

We will provide a high-quality service experience that is responsive to the needs of children, youth and families.

- 1 Build and strengthen service delivery through innovation, efficiency and best practices.
- 2 Recognize and respect the voice of children, youth and families in the development and provision of services.
- 3 Improve outcomes through better integration and consistent services.
- 4 Ensure continuous quality improvement in everything we do.

A TRUSTED and INCLUSIVE community partner

We will strengthen and build inclusive relationships with our diverse communities and service partners to improve outcomes for children, youth and families.

- 1 Be knowledgeable, aware and responsive to needs of our diverse communities.
- 2 Engage and collaborate to optimize community resources dedicated to children, youth and families.
- 3 Advocate for the needs of children, youth, and families.
- 4 Increase community confidence in our agency.

A COLLABORATIVE, HIGH PERFORMING organization

We will have an inclusive agency culture where staff, caregivers and volunteers are valued, supported and engaged.

- 1 Foster a culture of collaboration, engagement and shared accountability.
- 2 Promote wellbeing and work-life balance among our staff.
- 3 Develop and leverage diversity, talent and leadership across the agency.
- 4 Be an aligned, adaptive and responsive organization.