

Maltby Centre Strategic Plan

2021 - 2024



Mental Health & Autism Services
for Children & Youth
Services de santé mentale et
d'autisme pour enfants et jeunes



JANICE DUSEK
& ASSOCIATES



CONNOR
CLAIRE

Strategic Plan 2021 – 2024

Vision

Inclusion. Acceptance. A Life Without Barriers.

Mission

**Making a difference.
Changing lives.
Creating healthy communities.**

Strategic Pillars



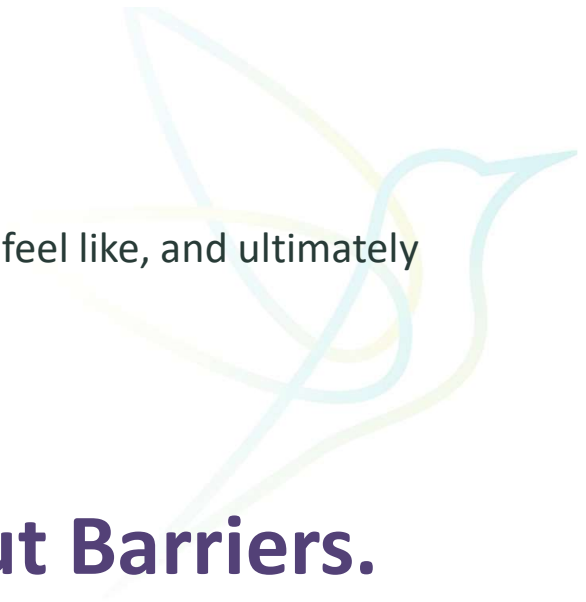
Values

- **I**nclusive • **C**ompassion • **A**ccountability • **R**espect • **E**xcellence

ICARE

Vision

A Vision Statement defines what the desired future state will be, look like, feel like, and ultimately what the organization will achieve. It is a “Stretch”.



Inclusion. Acceptance. A Life Without Barriers.



Mission

A Mission Statement outlines the mandate of the organization and defines the “Why “ of the organization. Our Mission is “our passion.”



Making a difference.

Changing lives.

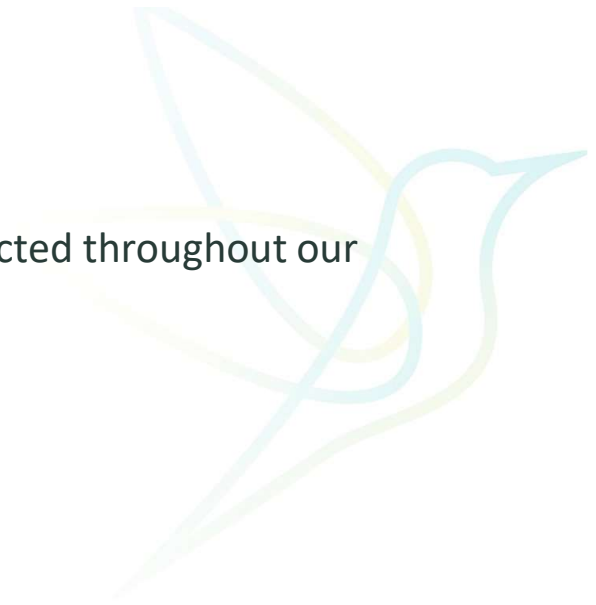
Creating healthy communities.



Values

Our values represent the culture, norms, and attitudes that we want reflected throughout our work, our workplace and our caring/service environments.

- **I**nclusive
- **C**ompassion
- **A**ccountability
- **R**espect
- **E**xcellence



Strategic Pillar #1: Access



Strategic Result: Provide the right supports and services at the right time and in the right place.

To achieve this:

- **We will** provide best-practice, evidence-informed flexible and adaptable services.
- **We will** build an inclusive* care environment and provide access to services within 24 hours.

* inclusive includes anti-oppression and anti-racism



Strategic Pillar #2: Inspired People



Strategic Result: Be a competitive practice destination and a recognized community care employer of choice.

To achieve this:

- **We will** recognize and reward our staff for delivering exceptional service to our clients.
- **We will** invest in our staff, ensuring they have the training and development needed to succeed.
- **We will** focus on retaining and recruiting people who share our Values and move us towards achieving our Vision and Mission.
- **We will** strengthen interprofessional collaborative practice, ensuring professionals work together to optimize the health and wellness of clients and their families.

Strategic Pillar #3: Operational Excellence

Strategic Result: Deliver safe, quality, efficient and effective systems and services working with our clients and families to demonstrate a clear, positive impact for our diverse mental health and autism spectrum disorder services.

To achieve this:

- **We will** manage our resources in an efficient and effective manner that ensures our long-term sustainability.
- **We will** use data to drive quality. *
- **We will** develop a communications engagement strategy that sets Maltby apart as the recognized leader in Mental Health and Autism Services.

* includes excellence and efficiency.

Strategic Pillar #3: Operational Excellence

(continued)

Strategic Result: Deliver safe, quality, efficient and effective systems and services working with our clients and families to demonstrate a clear, positive impact for our diverse mental health and autism spectrum disorder services.

To achieve this:

- **We will** re-envision and rebuild the Autism Spectrum Disorder services as a showcase for innovative Autism Spectrum Disorder services for our communities and beyond.
- **We will** build strategic relationships with the private sector to generate new revenue streams and ways of providing innovative care to our Mental Health and Autism Spectrum Disorder clients.

Strategic Pillar #4: Partnerships and System Integration

Strategic Result: Continue to build exceptional partnerships to create a thriving, high performing care delivery system for Mental Health and Autism Spectrum Disorders in the region and beyond.

To achieve this:

- **We will** partner with clients and families to meet their service delivery needs.
- **We will** focus on strengthening partnerships in order to improve system integration and navigation.
- **We will** implement new ways of providing back-office services to external providers that are more efficient without sacrificing quality.



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