

The York Centre for Children, Youth and Families (the "Centre")	
Category:	Board
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1. Client Focus

Client* need is the focus of services developed by the Centre. Using a professional approach, we develop a range of services in response to the experience with clients, or in response to identified community needs.

We believe we are of most assistance to clients when we develop a partnership at the outset of their contact with the Centre. This partnership with clients is aimed at:

- developing a supportive relationship that is non-judgemental and promotes autonomy
- enabling and empowering them toward resolution of identified problems
- strengthening their competencies as individuals and families
- joint development of goals and service plan that addresses both competencies and needs
- joint decisions about progress and/or changes in service

We also believe that a therapeutic milieu such as our day treatment Program is important for some children and youth. By providing a safe, nurturing, structured environment, we encourage children and youth to work towards goals of competence and well-being.

2. Co-ordination of Services

The client information and conferencing system provides a framework for the development and implementation of services for clients, from screening/intake/assessment through intervention/treatment and then to follow-up/transfer/or completion of service.

The multi-disciplinary team uses the conference system to assure a supportive therapeutic experience for clients through the various stages of service. The multiple disciplines represented on the team are chosen on the basis of the client's strengths and needs. The treatment plan is coordinated by a designated individual. If volunteers are involved, they too are part of the treatment team.

When Centre services alone are not sufficient to meet client needs, we collaborate with other services, and in partnership with the client and other professionals, will develop one comprehensive service plan.

* Client refers to the child, youth and/or family

3. Accessibility

Services of the Centre are available for children and families who are residents of the Regional Municipality of York. Orientation and Intake Screening to services are simple, direct and expedient. When service to clients has been completed and they call to renew contact, a modified assessment process quickly puts a plan in place.

Individuals who contact the Centre are responded to in a courteous, supportive and professional manner.

Although services are available in English, some other languages are spoken by staff and interpreters will be used when necessary.

Due to distance and lack of public transportation, some services are provided in the family home. Staff also conduct groups in the community, day-care centres and schools.

Transportation to and from the day treatment Programs is available.

Access to Centre services is coordinated with the Centralized Intake Day Treatment to determine the service system that is most compatible and expedient for the client.

4. Accountability

The Centre is accountable to clients, funding sources and members of the corporation of The York Centre.

Quality services and evidence based programs are provided to clients.

The Centre is accredited through Children's Mental Health Ontario.

Information about the Centre Program services is shared with the community through various avenues such as newsletters, an open, annual meeting, presentations, brochures, other activities and its website.

Evaluation is an integral part of service delivery and serves to track client progress, to direct ongoing Program improvement and to ensure efficient use of resources.

Financial responsibility is shown through reliable accounting and prudent disbursement of funds.

The Centre is legislated under the CFSA Act and reports to The Ministry of Children and Youth Services (MCYS) Central Region office.

Regular reporting to the funders (United Way and Trillium) occurs on a regular basis.

5. Teamwork

The services of a multi-disciplinary team are available to each client family according to their needs. Staff, consultant and volunteer roles are clearly distinct from each other. The development of the individualized treatment plan, and service activities utilize each team

member's capabilities and responsibilities. However, collaborative, co-operative information sharing assures a team approach.

To the extent possible, the parents/primary caregivers and the child/youth are part of the team. (See client focus)

Consultants contribute their expertise to the work of the team. Their knowledge and recommendations enhance the development and implementation of the individualized treatment plans and service provided.

Administrative and management roles, although clearly defined as individual functions, are implemented through a team approach and are supportive to the clinical services of the Centre.

6. Effectiveness and Efficiency

We strive for the optimal balance of effectiveness and efficiency as an organization and as clinicians who strive to meet client needs. We aim for efficiency by partnering and planning with other service providers to reduce the duplication of services.

Effectiveness is measured through processes such as client progress to goals, delivery of service plans and the use of formalized program outcome measures.

Efficiency is studied through statistical information, the use of resources, and in relation to the costs of service.

7. Continuum of Service

To meet, both, client and community needs, a spectrum of services must be available in the Region of York. The Centre actively supports community planning activities to meet this end.

The Centre is a part of that spectrum of services and provides prevention, intervention and treatment services. (See service definitions)

Centre services are organized as a continuum from intake through treatment to completion of service. The service plan developed with client's aims at being the most enabling, yet least intrusive support to the family.

8. Responsiveness to Community Needs

Historically, Centre services have been developed to meet community needs. The Centre has established its position in the service spectrum and implements adaptations and variations of service delivery as changes in community needs are identified.

Through various surveys, demographic information, clinical experience of staff, committee work and multi-agency collaboration, the Centre assesses relevant information which is incorporated into planning and staff training. This results in sensitive, creative responses to meet new demands.

The Centre's staff participate in the community planning process to support the increase in service and accessibility to new initiatives.

The cultural diversity and rapid growth of York Region are factors that impact on the planning for services. The Centre strives to provide service which recognizes and respects the cultural diversity of clients.