



Strategy Map

2021–2023

WHO WE ARE:

Our Mission

Guided by Catholic values and teachings, we serve and offer bilingual (English/French) services to children, youth, and families within the Hamilton community to protect their safety and well-being, strengthen families and nurture lifelong relationships.

OUR SHARED VISION

- Child and youth safety, well-being and resilience
- Thriving families
- Community partners working together

WHAT WE VALUE:

Success for children, youth and families

- Compassion and caring for one another and the people we serve
- Equity and inclusion
- Shared accountability
- Family, church and community partnerships
- Transparent communication and collaboration
- Social justice

WHAT WE DO:

We create brighter futures

- Children and youth are safe and have a strong sense of well-being, and experience a range of positive life outcomes
- Parents, families, and communities are supported to safely care for their children
- The voices of children, youth and families are listened to and acted upon
- African-Canadian, Indigenous, 2SLGBTQ+ and all other marginalized youth and children experience equitable outcomes
- Children and youth have meaningful, lifelong connections to their family members
- Children and youth sustain strong ties to caring and culturally responsive communities

HOW WE DO IT:

Excellence in all we do

- We deliver strength-based, equity focused and faith-inspired services
- We strengthen family, extended family, and resource family capacity
- We acknowledge and strive to remove oppression and inequities across our service system
- We work with our community and cultural partners to design and deliver resources, services and supports that meet the needs of our children, youth and families
- We partner with families, youth and children in all planning and decision-making

Passionate and prepared team

- Courageous and inspiring leadership at all levels
- Highly competent, empowered and supported staff and resource families
- Welcoming, inclusive, and culturally responsive processes and spaces
- A culture where we are always learning, collaborating and embracing ways to improve
- Caring, compassionate, agile and spirited team

Public and stakeholder confidence

- Community outreach, engagement and philanthropy
- Effective communication and advocacy
- Balanced risk management
- Continuous quality improvement
- Fiscal stewardship and accountability