



RIDEAUWOOD ADDICTION AND FAMILY SERVICES

STRATEGIC PLAN

VISION

Healthy Connected Community

MISSION

To provide person-centred treatment, prevention, and education to those affected by substance use, addiction and mental health issues in Ottawa and the surrounding region

VALUES

Quality · Respect · Compassion
Accountability · Equity and Diversity

STRATEGIC DIRECTIONS

Increase Accessibility · Relationship Building
Strengthen Existing Services

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Preface

This strategic plan has been developed with a compilation of input from key stakeholders namely the Leadership Team on February 8th, the staff input on March 5th, client input, partner input and the Board input and discussion as the decisive step in the process March 24th.

Context for this Strategic Plan

This is a two-year strategic plan will run from April 1st, 2018 to March 31st, 2020.

The following (four) external reports set the stage for the environment that Rideauwood Addictions and Family Services is part of:

Champlain LHIN Strategic Directions 2016 to 2019

Integration – *Improve the patient and family experience across the continuum of care*
Access - *Ensure health services are timely and equitable*
Sustainability - *Increase the value of our health system for the people it serves*

The focus on Mental Health & Addictions Services for deliverables by year 2019

1. *People will receive mental health and addictions services from providers that work together to better coordinate care for patients across the region.*
2. *People will be able to find the services they need through centralized points of access for mental health and addictions services.*
3. *All providers will use common screening and assessment tools.*
4. *Youth will be able to easily transition to the adult mental health and addictions system.*
5. *Partnerships will be established with primary care to meet the needs of patients with mental conditions health and addictions.*

Open Minds, Healthy Minds - Ontario's Comprehensive Mental Health and Addictions Strategy - 2011

Vision

An Ontario where every person enjoys good mental health and well-being throughout their lifetime, and where all Ontarians with mental illness or addictions can recover and participate in welcoming, supportive communities.

Mission

To reduce the burden of mental illness and addictions by ensuring that all Ontarians have timely access to an integrated system of excellent, coordinated and efficient promotion, prevention, early intervention, community support and treatment programs.

Goals and Expected Results

1. *Improve mental health and well-being for all Ontarians*
2. *Create healthy, resilient, inclusive communities*
3. *Identify mental health and addictions problems early and intervene*
4. *Provide timely, high quality, integrated, person-directed health and other human services*

Patient's First Act 2017

Providing faster access to mental health and addictions services by investing in:

1. *1,150 additional supportive housing units to reduce the risk of homelessness.*
2. *Structured psychotherapy that will help thousands of people learn strategies to improve their mental health and be more successful in their daily lives.*
3. *Up to nine youth service hubs where young people aged 12 to 25 can receive walk-in, one-stop access to services.*

Addictions & Mental Health Ontario 2018

Four priorities to improve Ontario's community mental health and addiction sector, and make change happen.

1. *Improve access to services by keeping good people.*
2. *Plan better services by collecting better data.*
3. *Help more people by hiring more people.*
4. *Enable more recovery by building more safe places.*

Vision					
Healthy Connected Community					
Mission					
To provide person-centred treatment, prevention, and education to those affected by substance use and mental health in Ottawa and the surrounding area					
We Value					
Quality		Respect	Compassion	Accountability	Equity and Diversity
Strategic Directions	INCREASE ACCESSIBILITY	RELATIONSHIP BUILDING: Both internally and externally		STRENGTHEN EXISTING SERVICES	
Strategic Priority	<p>Decrease wait time for service</p> <p>Expand the geographic footprint</p> <p>Marketing Rideauwood to the broader community</p> <p>Electronic clinical record</p> <p>Physical access to services during construction</p>	<p>Be employer of Choice - <i>Human resource practices</i> - <i>Diversity & equity</i> - <i>Labour Relations</i> - <i>Training</i></p>		<p>Increase client through put Meet targets</p> <p>Resource sharing - <i>Staffing, real estate, co-working, Training, Back office, knowledge</i></p> <p>Collaboration with other organizations</p>	
Board Focus	<p>Dashboard - KPI's that measure performance and movement toward the Vision on the three strategic priorities</p>	<p>Identify Sphere of influence of each Board member</p> <p>Leverage the strength of each board member</p> <p>Advocacy role with Champlain LHIN, School Boards, other Boards, Justice System</p> <p>Public Relations - marketing</p>		<p>Accreditation</p> <p>Develop conflict of interest guidelines</p> <p>Rideauwood Branding</p>	

Value Descriptors

We value:	Evidenced by:
Quality	<ul style="list-style-type: none"> • Spending time with the client • Demonstrating consistency of treatment • Maximize the persons interest • Client satisfaction • Utilizing evidenced informed practices • Professional development • Client/family goals • Holistic approach
Respect	<ul style="list-style-type: none"> • Clients/families, staff, community • Clients and families have the right to choose the path that will work for them • Each person’s uniqueness and human dignity • Community and partners • Knowledge sharing • Transparent communication • Client/Family Empowerment
Compassion	<ul style="list-style-type: none"> • Staff holding the space, walking along side working with the agenda that best serves the client/family • Client/family focused • Free of judgement • Free of physical, emotional, beliefs or spiritual obstacles • Barrier free access
Equity and Diversity	<ul style="list-style-type: none"> • We embrace client diversity, cultural sensitivity • We treat all persons equally
Accountability	<ul style="list-style-type: none"> • We are accountable to the clients/families, community and funders to provide consistent quality service • We will work jointly or together with other individuals or organizations to meet the needs of the clients. • We conduct our activities with complete and open transparency. • We communicate with clear transparent facts on the context with clients, staff and other agencies.