

SECTION III: SERVICE DELIVERY

SUB-SECTION: **FRAMEWORK FOR SERVICE DELIVERY**

POLICY TITLE: **Service Philosophy**

POLICY NUMBER: **III, 1.1**

INITIAL DATE OF BOARD APPROVAL OF POLICY: **January 17, 2001**

REVIEW/REVISION DATE(S): May 18, 2005 (re # and new title); May 17, 2006; Jan. 20, 2010; **March 19, 2014**

Purpose:

To describe the philosophy and beliefs that support and guide the manner in which services will be delivered to children, families and community organizations by the Centre's staff.

Policy:

The Centre shall offer a range of services to children, families and other community organizations that are seeking children's mental health services. Services shall be flexible and include the continuum of prevention, early intervention, consultation and treatment. One of the key factors that contributes to successful outcomes is a clearly accepted philosophy of service shared by all staff.

Our Service Philosophy is based on the following:

- families want what is best for their child(ren);
- families, children and staff have unique values, beliefs and perspectives to contribute;
- we respect and seek to understand the impact of diversity, in all of its forms e.g. social, cultural and spiritual;
- all individuals have strengths and competencies to use and develop;
- treatment interventions and services should be informed by evidence-based practices and
- we respect the rights of persons served to make decisions about service or support, including the right to refuse or discontinue service or support.

How we work:

- Our therapists and consultants have expertise to share with families.

We respect the values and beliefs of persons served.

- We give clients information and advice to help them to make informed choices.
- We identify individual strengths and competencies and support clients to use and increase them.
- We share our information, knowledge and observations to assist families in solving problems.

- We help family members to think about and to understand the impact that their behaviour and actions have on each other and to understand the emotional needs of children at different developmental stages.
- We make our services flexible and creative to meet different needs of children and families, within the parameters and funding provided by our funders.

What we do:

- We make every effort to ensure that our staff is skilled and informed and that our programs and services meet legislated requirements and the quality standards set by the Canadian Centre for Accreditation.
- We strive to maintain continuity in relationships between therapists and clients by having the same therapist continue with clients where possible.
- We involve the skill and expertise of different disciplines or professions and we work with other service providers that are working with the family in order to best understand the problems and to find solutions.
- We work together to coordinate the various services that might be involved with a child and family.
- We make linkages to help find support for a family in its local community where appropriate.

Evaluation and Continuous Improvement:

- We work to improve and develop our services to best meet the needs of children and families, through the use of evidence-based practices.
- We involve our clients in evaluating the service that the Centre provides.
- We seek feedback from clients and others in the community about new priorities and gaps in services.
- We use feedback from clients and others in the community to improve our services.