

Integrated Quality Framework

Strategic Plan Client & Our **People Focus Collaborative Quality** Improvement Plan Quality **Enterprise Risk** Quality Management Governance **Indicators** Plan & Leadership **Board Quality Performance** Safe, Effective &

Continuously **Improving Treatment** Services

Our Mission

The Roberts/Smart Centre is a tertiary provider and provincial leader in the delivery of inclusive, community-based, individualized treatment and clinical services in both official languages to improve the lives of youth and their families from across Ontario living with complex mental health and behavioural needs.

Accessible

Oversight:

Board of Directors **Board Quality** Committee

Senior Leadership

Management

Quality **Assurance** Committee

Legislation & Regulatory **Bodies**

Accreditation

Strengthbased

Individualized opportunity for vouth

Cultural safety and sensitivity, inclusivity, and diversity

Respect and collaboration

Commitment to service excellence Excellence in governance