

## 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.

### Our Strategic Success Goals | 2019-24



#### Our Values

Strength-based

Individualized opportunity for youth

Cultural safety and sensitivity, inclusivity, and diversity

Respect and collaboration

Commitment to service excellence

Excellence in governance



## 1 Continually innovating in treatment for complex youth mental health

- Expand the strengths-based Collaborative Problem Solving (CPS) training program
- Enhance the process for building a community of care that centres on the client, and involves client, multi-disciplinary team, community, and family in collaborative treatment and goal planning.
- Explore the expansion of Secure Programming to include Stepdown and formal Transitions and Discharge Planning.



## 2 Strengthen the community of care to support fluid, unimpeded access to clinically appropriate services

- Together with the Ministry and partners, develop the capital plans for the new Secure Treatment build and programming.
- For RSC regional programs, review client flow and, together with partners including lead agencies, develop pathways for Access/Intake, Treatment, Discharge planning and Transitions.
- Establish and implement a model review and partnership plan to provide enhanced services for youth with ASD in all program areas.
- With both youth and adult providers of complex mental health care, explore expanding Transitional Age Youth Models/Programs.



## 3 Work with partners to support and reinforce sustainable, positive transition and reintegration of youth

- With partners, understand and address gaps that lead to failed discharge and transitions.
- Leading practices in transitions and stepdown will be explored and implemented with our community partners.
- Remote youth and adult learning and therapy models will be reviewed and technology leveraged to support our youth and community partners to delay/offset admissions to or following discharge from RSC.
- Explore community models, programs, and partnerships for anti-human trafficking, suicide prevention, and addictions.



## 4 Collaboratively foster strong & thriving staff and a culture of learning

- Review recruitment and retention strategy, and seek staff who have diverse backgrounds, and the necessary experience, and philosophical approach.
- Develop a new staff mentorship program, ensuring a continuum of support from manager, coordinator and front-line staff.
- Review and implement best practices for staff supportive debriefing aligned with self-care models.
- Explore partnerships for staff professional education through Electronic Learning Module (ELM) system and knowledge exchanges.



## 5 Actively contribute to societal change through advocacy & leadership in support of youth with complex mental health and behavioural needs

- Collaborate with other Secure Treatment Centres to develop regional and provincial position on Secure Treatment (Youth Justice and Children and Youth Mental Health services) and Stepdown.
- Together with First Nations Inuit and Metis partners, explore a regional and provincial treatment and training model including distance education.
- Explore opportunities to promote and advocate for access to Youth Mental Health services with Ontario Health Team(s) and other leadership tables.



## 6 Increase and diversify financial and non-financial resources.

- Build a prioritization plan for resource allocation and development.
- Explore establishing an annual contract for a fundraising/grant writing professional.
- Develop an annual fundraising plan aligned with strategic and operational plans.
- Identify new programming opportunities that align to the strategic plan and open new funding streams.