

## HUMAN RESOURCE POLICIES SERVICE DELIVERY PHILOSOPHY POLICY

**Approval Date:** July 1, 2019

**Approved by:** Chief Operating Officer

**Revision Dates:** March 24, 2025

**CCA Accreditation Standards:** ORG-PSA-1.1, ORG-PSA-1.2, ORG-PSA-1.3, ORG-PSA-1.4, ORG-PSA-1.5, ORG-PSA-2.1, ORG-PSA-2.2, ORG-PSA-2.3, ORG-PSA-2.4, ORG-PSA-2.5, ORG-PSA-2.6, ORG-PSA-2.7, ORG-PSA-3.1, ORG-PSA-3.2, ORG-PSA-3.3, ORG-PSA-3.4, ORG-PSA-3.5, ORG-PSA-4.1, ORG-PSA-4.2, ORG-PSA-4.3, ORG-PSA-4.4

**Cross Reference:** *Quality Assurance Policy*

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### PURPOSE

To describe the philosophy and beliefs that support and guide the way services will be delivered to children, families and community organizations by Boost CYAC staff.

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### POLICY

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

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### BOOST CYAC'S SERVICE PHILOSOPHY IS BASED ON THE FOLLOWING BELIEFS AND ASSUMPTIONS:

- Boost CYAC is committed to providing a trauma-informed environment where everyone, especially the smallest among us, is valued and respected. We are dedicated to fostering an environment of equity, diversity, inclusion, and belonging; striving to create a culture that embraces differences, fosters cultural safety, and works towards reducing systemic and ongoing barriers for clients, communities and staff.
- We value and uphold the privacy and confidentiality of children, youth and families;
- Families want what is best for their child(ren);
- Families, children, youth and staff have unique values, beliefs and perspectives to contribute;
- The importance of respectful collaboration when providing service and in developing and evaluating Boost CYAC services;
- We respect and seek to understand the impact of diversity, in all of its forms, e.g. race, national or ethnic ancestry, place of origin, religion, citizenship, creed, sex, sexual orientation, gender identity/expression, age, marital status, family status, physical disability or language;
- All individuals have strengths and competencies to use and develop;
- We strive to create a welcoming environment and barrier-free access to our programs and services.

- Assessment and treatment interventions and services will be informed by trauma informed services that are evidence-based/informed practices; and
- We respect the rights of persons served to make decisions about service or support, including the right to refuse, discontinue or make a complaint about service or support;

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## WHAT WE DO

- We make every effort to ensure that our staff is highly skilled and up to date on current research and literature.
- We make every effort to ensure that our services meet best practices, legislated requirements and the quality standards set by the Canadian Centre for Accreditation.
- We strive to maintain continuity in relationships between staff and clients by having the same staff continue with clients where possible.
- We collaborate with children, youth and families, along with service providers and/or support person(s), including culturally specific supports, to best understand the clients' unique experiences and to provide appropriate intervention and support.
- We work together to coordinate the various services that might be involved with a child, youth and family.
- We make appropriate referrals, both internal and externally, to help support families.

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## HOW WE WORK

- We respect the values and beliefs of persons served.
- We give clients information to help them to make informed choices.
- We explain clients' rights and responsibilities when they engage in our services.
- We practice from child and youth centred model.
- We support children, youth and families to build on their individual strengths and competencies.
- We share our information, knowledge and observations to support families.
- We make our services flexible and creative to meet different needs of children, youth and families, within the parameters and funding provided by our funders.
- We obtain informed consent, comply with Personal Health Information Protection Act (PHIPA) and have policies and procedures for the collection, use, and disclosure of client information.
- Our staff have expertise to share with families.

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## EVALUATION AND CONTINUOUS IMPROVEMENT

- We work to improve and develop our services to best meet the needs of children, youth and families, through a variety of quality assurance processes.
- We are committed to delivering evidenced-informed programs and services.
- We use feedback from clients and others in the community to improve our services.

- We are committed to designing and participating in ethical research and evaluation with particular sensitivity to children and youth, which leads to continued improvement of our services and contributes to the body of knowledge in related fields.