

**Youville Centre**  
**"REALIZING OUR VISION" – Mission, Vision and Guiding Principles in Action**

**Strategic Plan**

Review Mission, Vision, Values/Principles and Strategic Directions every 4 years

Engage All Stakeholders in the Review Process

**Operational Plan – 2025-2026**

The Strategic Directions in Action; Annual Quality Improvement Work Plans; Programs and Services Review and Evaluation, Goal Setting and Measurable Success

**Quality Improvement**

**Strategic Direction #1**

*Youville Centre will provide programs and services that are responsive to our clients' emerging needs*

**Goal**  
*Provide effective client-centered evidence informed programs and services*

**Goal**  
*Ensure clinical work is informed by research and leading practice*

**Work Plan/ Review:**  
Intake Process & Service Coordination (R)  
QI-TM: CDP/ITSP Intake Team  
Quality Assurance Committee (R)  
QI-TM: QAC Committee/Leadership  
Youth Engagement (R)  
QI-TM: ITSP

**Work Plan/ Review:**  
Mental Health Services & Support (R)  
QI-TM: Leadership/ Clinical Team  
Client Outcomes (R)  
QI-TM: Clinical Team  
Literature Review (R)  
QI-TM: Clinical Team  
2025 CCA Accreditation Review (R)  
QI-TM: Leadership Team  
Implementation of CCA Accreditation CYMH Action Items (WP)  
QI-TM: Leadership Team/ITSP

**Strategic Direction #2**

*Youville Centre will build capacity within the organization to ensure a strong and sustainable future*

**Goal**  
*Improve succession planning throughout the organization as leaders in CYMH*

**Goal**  
*Maintain Child and Youth Mental Health Accreditation*

**Work Plan/ Review:**  
Staff Operations/Tasks documented/Wiki (WP)  
QI-TM: ED Succession Plan  
QI-TM: ED/Leadership  
Review funding model and sustainability of CWELCC (R)  
QI-TM: CDP/Leadership  
BOD Succession Planning (WP)  
QI-TM: BOD Exec & Governance Cmte.  
Implementation of Prof. Dev. processes & focus on Equity, Diversity & Inclusion & Cultural Safety (WP)  
QI-TM: ED/Leadership

**Strategic Direction #3**

*Youville Centre will use resources effectively and responsibly*

**Goal**  
*Match financial priorities with our guiding principles and mission*

**Goal**  
*Maintain an effective plan for the sustainability of systems and structures in the organization*

**Work Plan/ Review:**  
CDP MOE licensing (R)  
QI-TM: CDP  
File Audit (R)  
QI-TM: ITSP  
External Review of Strategic Plan (R)  
QI-TM: Staff, Clients, & Board of Directors (BOD)  
Preparations for CCA Review Fall 2025 (WP)  
QI-TM: QAC Staff, Clients & BOD Exec/Accred  
Implement any CCA areas to further improve quality from final report (WP)  
QI-TM: QAC Staff/Leadership

**Strategic Direction #4**

*Youville Centre will be a recognized and valued presence in and have a positive impact on our community*

**Goal**  
*Increase the engagement of the community in a variety of ways*

**Goal**  
*Clarify and raise our profile in the community*

**Work Plan/ Review:**  
Plan inclusive upgrades to washrooms & fire system upgrades (WP)  
QI-TM: Finance Mgr  
Systems Inspected, Tested, Maintained (R)  
QI-TM: Finance Mgr, ED  
Recruitment, On-boarding of Staff (R)  
QI-TM: Leadership Team  
Transition to ONCA (R)  
QI-TM: ED & BOD Exec/Gov Cmte.  
Annual Budget Process Fiscal Year 2027 (WP)  
QI-TM: Finance Mgr, ED & BOD Finance Cmte.  
Insurance to Safeguard Against Unforeseen (R)  
QI-TM: Finance Mgr, ED  
Plan & implement hard & software upgrades (WP)  
QI-TM: Finance Mgr

**Work Plan/ Review:**  
Community Engagement Survey (R)  
QI-TM: Comms Officer  
Obtain Building Tour Feedback (R)  
QI-TM: Comms/ Leadership  
Volunteer Appreciation & Feedback (R)  
QI-TM: Comms  
Update Promotional Material (WP)  
QI-TM: Comms  
Social Media Posts of Centre Events (WP)  
QI-TM: Comms/ Leadership/ Public Education Activities (R)  
QI-TM: Comms/ED, Leadership

WP – Work Plan      R – Review  
 QI-TM – Quality Improvement Team Members

BOD – Board of Directors  
 QI-TM – Quality Improvement Team Members

## Youville Centre – Strategic Plan Progress Report 2025-2026

