

# Strategic Plan 2026-2030

## SUMMARY

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| <b>Vision</b>  | Contact Niagara is dedicated to strengthening a collaborative and connected community where every child, youth, and family can access the supports and services they need to thrive. |
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| <b>Mission</b> | Contact Niagara provides children, youth and families in Niagara with supports that respond to their needs with compassion, coordination and care.                                   |
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## **Core Values**

**Health equity is our guiding principle  
ensuring everyone has a fair opportunity to achieve optimal health.**

In addition, we are committed to:

-  Ensuring that children, youth, and families must always be at the heart of everything we do by honouring their voice, autonomy, and lived and living experience.
-  Building and sustaining relationships with Indigenous communities/organizations that are guided by respect, accountability, and reciprocity.
-  Providing services with integrity through honesty, transparency, and courage.
-  Strengthening collaboration and community partnerships, believing strong communities are built collectively honouring different perspectives and voices.
-  Treating everyone with compassion and nurturing wellbeing and growth.

| <b>Strategic Priorities</b>                               | <b>Focusing on Impacts</b>                                                                                                                                                                                                                                                                                                                                                                                             | <b>Strengthening integrated youth services through Niagara's participation as part of Youth Wellness Hubs Ontario</b>                                                                                                                                                                | <b>Taking Care of our Team</b>                                                                                                                                                                                                                                                                                                                    | <b>Cultivating Growth</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <p><b>Goals</b></p> <p><b>We will continue to ...</b></p> | <ul style="list-style-type: none"> <li>a) Be data-driven with clean and easily understood data that is used to make evidence-informed decisions.</li> <li>b) Make the journey for children, youth &amp; their family as important and meaningful as the outcome.</li> <li>c) Ensure children, youth &amp; their family can count on supports for their journey, including when wait times may be necessary.</li> </ul> | <ul style="list-style-type: none"> <li>a) Strengthen the Hub as a space where every youth feels a sense of belonging, safety, and connection.</li> <li>b) Strengthen and increase community partnerships to build on each other's programs so youth are better supported.</li> </ul> | <ul style="list-style-type: none"> <li>a) Support a culture of mutual trust, transparency, respect, flexibility, work/life balance, and accountability.</li> <li>b) Maintain strong and accountable governance.</li> <li>c) Provide staff with regular opportunities for professional and skill development, and clinical supervision.</li> </ul> | <ul style="list-style-type: none"> <li>a) Responsibly and ethically use AI with respect to supporting staff as well as children, youth, and their family, but not at the expense of interpersonal relationships.</li> <li>b) Recognize and adapt to the changing demographics of the community.</li> <li>c) Build on opportunities for and strengthen collaborative partnerships.</li> <li>d) Use our voice and expertise while staying grounded in humility and listening to communities.</li> </ul> |