

## *New Path Youth and Family Services Service Philosophy*

Healthy, thriving and connected communities that support personal growth and wellbeing is New Path's vision. To attain this vision, New Path seeks to lead and inspire positive change with families and within our communities. New Path is committed to Youth and Family Engagement. Youth and Family Engagement at New Path means youth, families and staff work together in partnership, having active and equal roles in decision making at the individual, organizational and system planning levels. New Path recognizes the expertise that youth and families bring and are dedicated to creating a culture where youth and families meaningfully partner and participate as self-experts, utilizing their strengths and experiences to advocate for positive change that meets their unique needs. When youth and families are engaged in services, there is a stronger sense of co-development and collaboration on the path to positive change. This path can be difficult and challenging at times; engagement ensures the on-going support of all family members when working towards a common goal.

New Path will provide leadership in children's mental health and will strive to influence positive change in our communities. **Meaningful youth and family engagement ensures strong and responsive support for children, youth and their families seeking mental health support.** Through community intervention, advocacy, and research we can help to continue addressing large-scale challenges for families and influencing policy change.

New Path promotes mental health and wellness for children, youth and families and their communities through an innovative coordinated multiservice approach.

New Path seeks to provide exceptional support to children, youth and families. We put youth and family first and balance the needs of our clients with an informed mutually developed course of action. New Path believes youth and families are the experts in their needs and the needs of their loved ones and will build and sustain Youth and Family engagement practice by:

- having a consistent, ongoing and shared understanding of Youth and Family Engagement and its' practices
- providing ongoing capacity building opportunities for families, staff, leadership and community partners
- applying transparent, respectful and accessible two-way communication pathways
- -and ensuring inclusivity and collaboration across programing and at all planning levels

We treat everyone with respect, compassion and dignity. We embrace diversity and accessibility. New Path is committed to removing barriers to participation to ensure that needs and common goals are achieved. Children, youth and families are offered service regardless of religious affiliation or creed, race, colour, ethnic origin, sex, sexual orientation, gender identity, gender expression and family status.

Rather than focusing on problems, our approach considers the whole person, their strengths and seeks to build on these strengths. New Path staff work collaboratively with the client, their family and our community partners to develop a treatment plan that addresses the client's unique challenges and strengths. Client and family input is valued throughout the assessment and treatment process. New Path understands that Youth and Family Engagement is a process that

benefits everyone and when embedded carefully and thoughtfully, will create:

- positive outcomes for children, youth and families
- enhanced relationships between families and service providers
- greater family and staff satisfaction with services
- reduced feelings of stigma and isolation related to mental illness
- and supportive work environments that will strengthen collaboration, trust, cohesiveness, partnerships, and respect

New Path values collaboration. We actively encourage, support and invest in collegial, professional partnerships. New Path staff work as part of a larger multidisciplinary team. Our teams are comprised of professionals from diverse disciplines who come together to provide comprehensive services to our shared clients. Team members can provide specialized consultations, identify service needs, work together to promote service coordination between agencies, and provide a forum for shared learning amongst team members.

New Path is committed to personal, professional and organizational development leading to the delivery of the highest quality of services and support. New Path staff are trained in and deliver a variety of evidence-based and evidence-informed practices. Evidence-based practices (EBP) are those social work practices that have been thoroughly researched and proven to be effective in clinical work. Evidence based practices also consider client cultural and situational circumstances and are guided by clinical experience and ethics.

Evidence informed practices are those practices that have some research base to indicate that they have positive outcomes for the population served. Evidence informed practices require additional research evidence to be considered evidence-based practices.

New Path is accountable to and holds a privileged position of trust with our clients, staff, community partners, and other stakeholders. As such, New Path seeks to continually measure specific outcomes that monitor change in developed goal areas of a client's life. These outcome measures help the New Path staff and clients determine next steps in the collaborative decision-making process about on-going treatment needs.

New Path values quality improvement and as such has a quality assurance process as an on-going part of our service delivery. Our quality assurance process seeks to provide continuous quality improvement to the program and services operations. Quality assurance seeks regular client and external professional feedback about our services. A summary of the feedback as part of quality assurance is shared via our social media, our website, AGM report, and other formats.