



# FIREFLY

## 2019-2022 Strategic Plan on a Page

**Our Vision:** Healthy People, Resilient Families, Vibrant Communities

### Leadership, Advocacy and Partnership

FIREFLY will champion change that ensures the best outcomes for children, youth and families across Northwestern Ontario.

### FIREFLY Staff and Workplace Culture

FIREFLY will have a healthy workplace culture that empowers staff to provide service excellence with pride.

### FIREFLY's Mission:

FIREFLY provides children's emotional, physical, developmental and community services. As embodied in our values, FIREFLY is dedicated to supporting and strengthening the health and wellbeing of children, youth and families across Northwestern Ontario through our client-centred service excellence, system leadership, and partnerships.

### Service Excellence and Client Engagement

FIREFLY will provide a safe, consistent, exceptional client-centred experience drawing upon the expertise of children, youth and families as well as the clinical expertise and knowledge of staff.

### Progressive and Responsive Organization

FIREFLY will be a data and quality driven organization that achieves success through innovation and technology.

### Our Values:

**Heart ~ Sharing & Playing Together ~ Empowerment ~ Reaching Beyond ~ Accountability**

## Leadership, Advocacy & Partnership

**FIREFLY will champion change that ensures the best outcomes for children, youth and families across Northwestern Ontario**

- ◇ With strategic partners, plan and promote for enhanced, integrated services for children, youth and families in Northwestern Ontario.
- ◇ Champion, at all levels (provincial, regional, local), community capacity for enhanced wellbeing, prevention and service delivery.
- ◇ Promote and support Indigenous partners and communities in developing services that meet the Truth and Reconciliation Commission's Calls to Action.

## Service Excellence and Client Engagement

**FIREFLY will provide a safe, consistent, exceptional client-centred experience drawing upon the expertise of children, youth and families as well as the clinical expertise and knowledge of staff.**

- ◇ Strengthen children, youth and family voice in service design, delivery and evaluation.
- ◇ Improve equitable and timely access to services.
- ◇ Enhance social inclusion and cultural competencies that respect cultural needs, diverse traditions, heritages and lived experiences.

## FIREFLY Staff and Workplace Culture

**FIREFLY will have a healthy workplace culture that empowers staff to provide service excellence with pride**

- ◇ Foster a learning environment where staff grow, share knowledge and continuously improve.
- ◇ Strengthen organizational and leadership capacity through ongoing and appropriate recruitment, retention and succession planning strategies.
- ◇ Foster a safe work environment that demonstrates FIREFLY's values and where staff are supported and achievements are celebrated.

## Progressive and Responsive Organization

**FIREFLY will be a data and quality driven organization that achieves success through innovation and technology.**

- ◇ Advance a culture and practice of quality, safety, and service excellence through evidence.
- ◇ Increase capacity and resources through use of technology and analysis.
- ◇ Improve organizational effectiveness and performance through efficiencies and continuous improvement.
- ◇ Grow opportunities for revenue to support service delivery.