

FACS Waterloo's Values



Transparent

Being open and honest about the activities and actions of FACS Waterloo, including performance and outcomes related to service delivery.



Collaborative

Working together as a united organization, with partners, and with the community towards common goals that support the mission and vision.



Evolving

Consistently learning and growing while adapting and responding to a changing environment.



Respectful

Always treating others in a kind and fair manner.



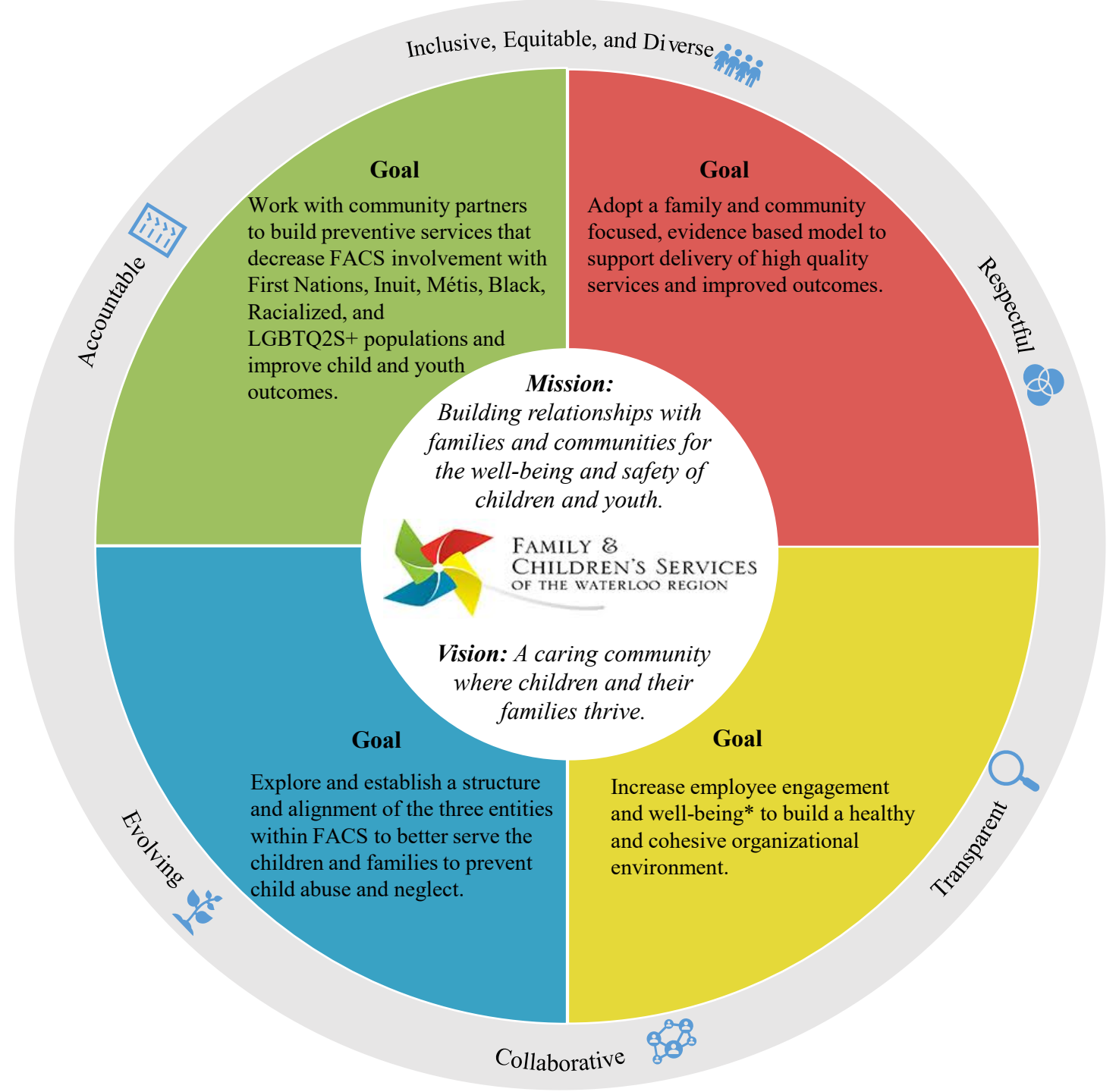
Inclusive, Equitable, and Diverse

Creating an environment where all individuals with different abilities, races, ethnic backgrounds, sexual orientations, and gender identities and expressions are treated with the care that they require.



Accountable

Accepting responsibility and ownership of actions and being a dependable resource for the community.



Goals and Objectives

Work with community partners to build preventive services that decrease FACS involvement with First Nations, Inuit, Métis, Black, Racialized, and LGBTQ2S+ populations and improve child and youth outcomes.

- A Establish clear communication channels and action plans for working with identified partners to develop wholistic culturally appropriate services for children, youth, and families in care.
- B Identify, monitor, and continue to evolve to meet the needs of emerging populations interacting with FACS.
- C Utilize research and evaluation to identify the root causes of children and youth (beginning with First Nations, Inuit, Métis, Black, Racialized, and LGBTQ2S+ individuals) being brought into care and, in collaboration, with community partners develop early intervention programs to address these systemic issues.
- D Using the research and evaluation generated, assess diversity, equity, and inclusion within FACS and in its services, and develop an actionable roadmap to address gaps and opportunities in the Agency, Foundation, and Family Centre.

Adopt a family and community focused, evidence based model to support delivery of high quality services and improved outcomes.

- A Utilize research and evaluation and regularly gathered constructive feedback from families and community on the service delivery model and associated tools and materials.
- B Based on the input from family and community, review the model of care, tools, and processes and provide recommendations to improve care in the child welfare space.
- C Develop an advisory committee including those with lived experience and community stakeholders to better understand and deliver care that the community requires.
- D Gather feedback from community stakeholders in order to improve communication and build an integrated model of prevention and wrap-around services across the Region.

Explore and establish a structure and alignment of the three entities within FACS to better serve the children and families to prevent child abuse and neglect.

- A Leverage the activities underway to assess the operational and financial relationships between the three entities within FACS Waterloo to determine strengths, gaps, and opportunities for improvement to better serve children and families and prevent child abuse and neglect in the Region and improve sustainability of the organization.
- B Create greater alignment of the Boards by implementing regular contact and communication to ensure that entity-specific and enterprise-wide goals and objectives, and the roles of each in delivering those, are understood and progress on the goals and objectives is reported.
- C Based on the findings of the assessment of the three entities, establish the appropriate sustainable, efficient and effective structure for FACS best meet the needs of children and families and prevent child abuse and neglect.
- D Undertake an expenditure management exercise to ensure all programs and services are delivered efficiently and are aligned with the organization's budget.

Increase employee engagement and well-being* to build a healthy and cohesive organizational environment.

- A Leverage results of assessment activities to explore, select, and implement both formal and informal engagement and well-being activities and programs for all staff.
- B Assess organizational diversity, equity, inclusion, and anti-racism and implement recommendations to build on strengths, improve areas of weakness, and address gaps.
- C Celebrate organizational successes and share employee success stories to promote a change focused child welfare environment.

***Employee well-being** relates to all aspects of an employee's working life, from the quality and safety of the physical environment to how workers feel about their work, their working environment, their sense of psychological safety and support, their engagement and involvement, the climate and culture at work, their clarity of purpose, and their ability to work effectively and have influence over work organization. The aim of measures for workplace wellbeing is to complement Occupational Health and Safety Measures to make sure workers are safe, healthy, satisfied and engaged at work. Employee wellbeing is a key factor in determining an organisation's long-term effectiveness.