

## Mandate

To enhance the effectiveness and efficiency of human services in York Region through capacity building in the human services sector and collaborative advocacy.

## Vision

A healthy and vibrant community enhanced through inclusive, collaborative and innovative human services.

## Mission

To develop and implement system solutions which enhance community health and well being.

## Seven Guiding Principles

Accountability and Transparency  
Collaboration  
Communication  
Community Engagement  
Creating a Healthy Community  
Mindset of Sharing  
Respect and Diversity

## Strategic Themes

1. Collectively address service gaps and service demand pressures
2. Resource and capacity related issues
3. Focus on enhancing integration, collaboration and partnerships across the human services sector
4. Public and political awareness and education around human services

...collaboration...collective leadership...partnerships...

# Seven Guiding Principles

## Accountability and Transparency

- Collect meaningful data and information using various methods of research
- Make sure that we measure the right things and measure things right
- Use meaningful ways of evaluating our work
- Be flexible and responsive to results, change course if necessary and look for opportunities for improvement
- Openly share our work with the public and hold ourselves accountable to our community stakeholders

## Collaboration

- Balance the art of actively listening with contributing to discussions
- We are better together - concentrate on actions that we can take on together
- Come together to bring about real change by looking at non-traditional approaches to create innovative solutions
- Make the best decisions possible by building trust and respecting individual expertise
- Mutually agree on purpose and goals
- Nurture relationships by engaging in respectful, open, honest discussions
- Share wisdom, leadership and ownership
- Value curiosity - see the possibilities of ideas which may not align with our own

## Community Engagement

- Engage relevant stakeholders to move towards positive change
- Use community engagement opportunities to build strong ongoing relationships with stakeholders
- Engage relevant stakeholders on topics that align with identified priorities of the HSPB-YR
- Use the most appropriate engagement process to seek expertise from stakeholders and enable stakeholders to provide input and feedback on HSPB-YR work

## Mindset of Sharing

- The answer is not only "me", it must be "we"
- Be proud of and celebrate our accomplishments
- Focus on solutions
- Be collectively creative
- Take an asset-based approach to our work – focus on what we have and determining how to tap into available resources for what we need
- Take a think tank approach by collectively sharing and creating

## Communication

- Create awareness and deeper understanding with straightforward, clear and concise communication strategies
- Identify and highlight focussed messages to create a shared understanding
- Create awareness about HSBP-YR work for identified target audiences
- Engage in an ongoing, two-way communication process

## Creating a Healthy Community

- Adopt a holistic, integrated view of community health
- Put all our decisions to the test: will this serve to advance community health and well being?
- Recognize that building resiliency is essential to sustaining a healthy community
- Set aside personal and organizational interests in the interest of what is best

## Respect and Diversity

- Encourage contributions to the conversation
- Approach our work with a view of sustainability regarding effort required and intended results
- Continually grow our information and knowledge resources and share this at the decision table
- Don't judge ideas - listen and learn before planning for action
- Seek out knowledge and information that is not at the table
- Acknowledge, recognize and address the differences in access and equity
- Embrace and celebrate the diversity contained within each individual and see how it contributes to better solutions

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