

Keystone Child Youth and Family Services

Strategic Plan
2024-2027

The logo for Keystone, featuring the word "KEYSTONE" in a stylized, multi-colored font. The letters are white with a thick outline, and the colors of the outline transition from green on the left to teal on the right. The logo is positioned on the left side of a solid teal horizontal bar that spans the width of the page.

KEYSTONE

OUR VISION

Inspired people. Resilient families. Empowered young people. Healthier together.

THE MISSION

Ensuring excellence in health and mental wellness services with integrity and care for children, young people, and their families.



Core Values: Keystone is CARING

Keystone has long demonstrated its CARING and commitment to the communities of Grey and Bruce counties. The team values:

- Compassion
- Accountability
- Responsiveness
- Inclusivity
- Navigation
- Growth Mindset



Core Values: CARING in Action

- ***Compassion:*** We observe, listen, and collaborate to help children, young people, and families to be healthy, hopeful, and well.
- ***Accountability:*** We honour our commitments with truthfulness, sincerity, and integrity.
- ***Responsiveness:*** We are nimble and flexible; adaptive and dynamic in delivering timely services and solutions for clients.
- ***Inclusivity:*** We foster a diverse, equitable, safe, and inclusive culture, space, and services for all.
- ***Navigation:*** We navigate the path forward to help clients and colleagues get the right information for the right service at the right time.
- ***Growth Mindset:*** We embrace opportunities to learn, improve and evolve with humility.



Goal 1: Achieve Service Excellence in Child and Youth Mental Health and Wellness

Strategic Objectives:

- Realign programs and services to be a leader in timely access to 0-17 wholistic prevention and treatment.
- Achieve accreditation with exemplary standards.
- Advocate shoulder to shoulder with clients and families for the needs of children and youth at every table.
- Ensure compassionate, responsive service design.
- Deliver innovative, evidence-based, and high-quality care.



Goal 2: Strengthen our Partnerships; Deepen our Relationships.

Strategic Objectives:

- Expand inclusivity across all dimensions (IDEA).
- Ensure meaningful engagement with clients and families to co-design a new service delivery framework, (e.g., co-location, rotational presence, hub and spoke model, and virtual).
- Collaborate with system partners to enhance existing and develop new pathways for best in class, seamless access to services across Grey and Bruce counties.
- Be the model for Lead Agencies in engagement with interested and affected parties, with a particular focus on rural system design.



Goal 3: Build on Our 50-Year Legacy

Strategic Objectives:

- Revitalize the workplace culture with renewed commitment to corporate values, safe and inclusive workplace, recruitment/training/retention, professional development, and service excellence.
- Re-energize the look, feel and presence of Keystone in the community.
- Modernize our operations and organizational processes.
- Focus on communications, both internal (within and across teams) and external (brand recognition).
- Redevelop the physical infrastructure, e.g., focus on a new Live-in Treatment facility.
- Make Keystone a donor recipient of choice.

