



Business Plan for 2024 – 2025

Please find attached the Business Plan for Contact Hamilton for Children's and Developmental Services ("Contact Hamilton").

The Business Plan outlines areas of focus for Contact Hamilton in the 2024 - 2025 fiscal year.

Commitment to Diversity, Equity and Inclusion (DEI)

- Continued implementation of **Contact Hamilton's EDI foundational priorities**, with report-back mechanisms to measure progress
- Continued implementation of **Contact Hamilton's EDI Committee** as a mechanism to promote the principles and values of EDI, and the ongoing development of EDI goals and priorities over time
- Ongoing review and revision of Contact Hamilton's **employment and human-resource policies and practices** to ensure EDI principles are reflected
- Ongoing review and revision of Contact Hamilton's policies relating to **accessibility, consumer rights, service values and principles, and disability** to promote EDI principles are reflected
- Creation of a **Code of Conduct policy for Employees, and a Code of Conduct policy for Consumers and Stakeholders**, to ensure amongst other things, respectful and dignified treatment
- Creation of an **EDI Statement for Consumers and Stakeholders**, to be posted on Contact Hamilton's website
- **Expand SANYAS training** to more staff and Board members
- **Development of monthly bulletins** to Contact Hamilton staff to build awareness and promote interest in various observances, holidays, and cultures
- Focus on developing internal and public-facing materials that are written using **clear language principles** to enhance accessibility and understanding

French Language Services

- Continued development and implementation of Contact Hamilton's FLS work plan to **increase Contact Hamilton's FLS capacity where able**
- Explore **advertising employment opportunities in French media** where able

Information Technology (IT) Security

- Continued **monitoring of Contact Hamilton's IT status**
- Ongoing **staff training and assessment** regarding cyber-security threats

Children and Youth Services Program

- Implementation of Contact Hamilton's **new Access and Service Coordination program** for children and youth presenting with developmental, FASD, autism and / or complex needs
- Implementation of the **fiscal expansion of the Coordinated Service Planning program** (funded by Hamilton Health Sciences Extensive Needs Service)
- Contribute to and implement **upcoming changes to the provincial Complex Special Needs program**
- **Internal review of Contact Hamilton's FASD, Coordinated Service Planning and CNPC programs** to ensure alignment across programs, and streamline processes

- **Expanding collaboration with service provider partners** including renewed focus on developing a children's respite committee
- **Enhance quality assurance activities** including outreach to consumers about their service experience by creating consumer experience surveys for the FASD and Coordinated Service Planning programs
- Continued participation in and leadership at **local, regional, and provincial tables**

Developmental Services Ontario Hamilton Niagara Region (DSO HNR)

- Implementation of recommendations arising from the **internal reviews of the Service Navigation, Urgent Response, and Service Connections processes**
- **Expanded interface with hospitals** across the Hamilton-Niagara region to ensure seamless referral for people in hospital requiring discharge
- **Transition from 3 Housing Navigators to 1 Housing Navigator** as of April 1, 2024 (end of fiscal funding) and resulting need to review scope of role
- Continued **collaboration with MCCSS and the DSO Provincial Network** to enhance and coordinate activities to ensure consistency where required
- Continued **focused outreach to Indigenous communities** including having a monthly on-site presence at Community Living Six Nations

- Continued **focussed outreach to key referents and groups** to raise awareness about DSO HNR services regarding how and when to connect with the DSO HNR
- Further develop **consumer and family engagement initiatives** that will inform the DSO HNR
- Continued participation in and leadership at **local, regional and provincial tables**
- With the MCCSS, contribute to processes related to **Developmental Services Reform** (“Journey to Belonging” <https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>), and continued response to the Ontario Auditor General’s audit of DSO organizations

Passport Hamilton-Niagara Region

- **Expanded outreach to consumers, and service providers** through enhanced education workshops
- Implementation of the **new consumer experience survey** specific to the Approvals and Registration process
- Continued implementation of **mass communication technology** to reach Passport recipients in a timely manner
- **Quality assurance activities**
- Continued leadership to and participation at **OPAN tables**

- With the MCCSS, contribute to processes related to **Developmental Services Reform** (“Journey to Belonging” <https://www.ontario.ca/page/journey-belonging-choice-and-inclusion>)
- Continued participation and leadership at **local, regional and provincial Passport planning tables**

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