



# FRIENDS & ADVOCATES

Peel and Surrounding Areas

*SOCIAL REHABILITATION is the ANSWER!*

## Strategic Plan 2023-2025

### Who We Are

Friends & Advocates Peel is a not for profit Community Adult Mental Health Organization, providing **Social Rehabilitation** services since 1986. Funding for our services flow through from the Ministry of Health.

Friends & Advocates Peel offers support to those who have experienced mental/emotional distress resulting in social isolation. We provide over 70 activities and training programs each month.

### Our Values

These core values shape our organization's culture showing what we stand for and believe in **Respect, Trust, Leadership, Diversity**

### Vision

Our vision, is to see a community where Mental Health Services are developed for and by persons with Mental Health concerns. Where people can easily access services and support in a safe, diverse and inclusive environment.

### Mission

***Member Directed Social Rehabilitation Services!***

To provide a variety of support services to those who have or are experiencing and recovering from mental/emotional distress. To be a key player in their recovery journey, maintaining themselves as active participants and contributors in the community.



## Diversity & Inclusion

Diversity is one thing we all have in common. Diversity and inclusion are part of our fundamental values that guide us to support our Members, colleagues and communities we serve. We're always working towards maintaining a welcoming barrier-free culture for everyone.

There has been an increase in population and demands for various needs and services across the province. As an organization, we strive to be inclusive of all genders, race, religion, socio-economic backgrounds and much more. We want to ensure all Members feel safe and have a sense of belonging. In our practice, we remind Members that we always provide a safe and positive space at all of our activities.



## Community Engagement

Friends & Advocates encourages Members to build communication and social skills to help them be active in their community. To build community and maintain wellness, it is important to have multiple streams of support. Support can come from and is not limited to Mental Health organizations, Healthcare providers, family, friendships, etc. It is important for us to share as many Community Resources with our Members, so they are aware of what is available. This is done through our *Living Series*. We invite people from the community to offer support/services to our Members. Examples are a Nutritionist, Lawyer, Counsellor, Social worker, etc.

Living Series are appreciated by our Members as they feel the information is meaningful, relevant, and useful in their day to day lives. Our aim is to have one to two Living Series a month.





# Developing our Strategy



## Rally Report Card

Staff create a survey through the Rally Report Card. The purpose is to gain feedback to improve our services. Questions are asked about Governance, Social and Leisure activities, Psychosocial activities, Clubs, Discussion Groups, Training Programs, Big Events, News-A-Peel calendar, CSN (Consumer Survivor Network), concerns, and overall service.

## F&A Annual Rally Event

Every February we host an Organizational Rally where we facilitate multiple workshops discussing important topics and present our Rally Report Card. Some of the group topics include Diversity at F&A, Climbing on Board (information on Board of Directors), Training Programs, CSN, Trips, Psychosocial activities, Code of Conduct, and Staff Teams at F&A.

## Review

The Rally Report Card is reviewed after the event. The results are tracked for every question and a presentation is created for the entire Staff Team and Board of Directors to review. This is an effective tool for staff to understand how our services are working for our Members, and if we are meeting their needs.

## Implementing Change

We implement change by developing an action plan and communicating the changes to our Members. We monitor these changes and seek feedback to improve our Services and maintain our Mission of Member Directed Social Rehabilitation Services.



# Strategic Directions

Goal	Board Goal	Accountability
All required reporting completed & submitted on time for 2023-2024	Accountability to Membership and Funding Bodies	CEO
Our organization is safe and inclusive for our diverse membership and staff.	Accountability to Membership and Funding Bodies	CEO
Funds Managed in Fiscal Year 2023-2024	A Balanced Organization	CEO
Maintain High Contact Numbers in Services	Accountability to Membership and Funding Bodies	Member Services Coordinator
Maintain Leadership Training Program Opportunity to all Members	A Balanced Organization	Member Services Coordinator
Ensure Members are Supported to attend Activities	A Balanced Organization	Intake & Support Coordinator
Membership at Full Capacity	Accountability to Membership and Funding Bodies	Intake & Support Coordinator
Accreditation Maintained	Accountability to Membership and Funding Bodies	Accreditation Officer
10 Volunteers in Membership	Accountability to Membership and Funding Bodies	Volunteer Officer
Successful Participation in CSN Activities	A Balanced Organization	CSN Coordinator
Health and Safety maintained for Activities, Events, and the Office	Accountability to Membership and Funding Bodies	Health & Safety Officer