

STRENGTHS

COMMUNITY PARTNERS	
OD	CMHLG
<ul style="list-style-type: none"> • Collaboration with partners • Accredited • Dedicated • Responsive • Wealth of expertise/specialists • Respected • Sharing resources and space • Encouraging families to work with all providers in the community • Accommodate other services within our offices let them use our space • Good relationships with partners and schools 	<p>Community partners appreciate:</p> <ul style="list-style-type: none"> ▪ that they can always reach us ▪ appreciate the school onsite support ▪ Community Partnerships ▪ the collaborative approach to services ▪ they can make 3rd party referrals ▪ that we offer all core services ▪ that Transfers within and transitions to community partners are made a priority and coordinated ▪ that the agency is accommodating, quickly responds, has knowledgeable staff, are helpful ▪ Working along with other community partners ▪ their roles of being community partners, their opinions
COMMUNITY/CONSUMERS	
OD	CMHLG
<ul style="list-style-type: none"> • Accommodating • Flexible • Knowledgeable • Compassionate • Caring • Welcoming • Responsive • Phone being answered with a live voice • Clients find staff knowledgeable and flexible 	<ul style="list-style-type: none"> • Community appreciates <ul style="list-style-type: none"> ▪ our dedication and use of collaboration ▪ how quickly clients can connect to the agency ▪ our flexibility ▪ that we provide crisis support ▪ the qualified and knowledgeable staff ▪ that service is easy to connect to and the fast and prompt communication ▪ that we provide evidence based practices and walk-in ▪ that we have a strong AA team/support ▪ the responsive and timely service ▪ they have access to tele-mental health and specialized services within their community setting ▪ the walk-in • our knowledge • the dedication the agency has to suicide prevention is an important client and community need being met • Community is strengthened by the in-home services that are provided • the agency and staff are professional, they follow things through; they provide focused support and staff are skilled and dedicated to collaborative approaches and communicating to community partners • Clients feel validated comfortable appreciated not judged and their goals are focused

STRENGTHS

COUNSELLING STAFF

OD	CMHLG
<ul style="list-style-type: none"> • Strong Front line staff • Teamwork • Adaptable • Dedication to clients and the agency • We know mental health • Flexibility in meeting client needs • Dedicated staff • Nurture relationships • Strong knowledge base in child and youth development etc. • Strengths of front line staff 	<ul style="list-style-type: none"> • Front line staff are trained in evidence based practices • A compassionate staff body • Making people feel equal, no one is better than another • Embracing collaboration • Working along with community partners • Peer Support • Diversity of knowledge and experience • Staff body is friendly, progressive, experienced, approachable • Collaboration between services • Friendly and experienced staff body • Staff have a high appreciation for their co-workers • Clinicians are personable • Staff provide are flexible efficient and skilled • Staff are compassionate and committed • Staff are friendly and collaborate with community partners and staff peers

ACCESSIBILITY

OD	CMHLG
<ul style="list-style-type: none"> • Flexible and works to meet needs • Travel evening appointments • Clients can go to any office • Responsive to community needs from crisis to on going counselling hospital to school settings • Locally based services for clients • Flexible hours and locations- schools parks etc. 	<ul style="list-style-type: none"> • Quick response time with respect to connecting back to people • Clients like the quick response of our intake system • Flexibility of our services • No waitlists and our prompt response • Flexibility with respect to service times • Walk-in provides an immediate service • Services are responsive to client need, timely and flexible • The new process for intake that allows for shorter intake calls and doesn't keep callers on to do the BCFPI – more client centred and better for making that initial connection • Timely Service is a priority • Agency is known for providing timely service that is supportive and client driven

STRENGTHS

SERVICES/PROGRAMS

OD	CMHLG
<ul style="list-style-type: none"> • Breadth of service • Quicker face to face contact with the new intake process • Advocate/moderator for client around mental health issues • The program is child and youth family friendly • Respect of family dynamics and family involvement • Take the time for each client • Good communication and follow through • Provide specialized service • Outreach • Engagement opportunities • Relationship building • Flexible and responsive to client needs • Clients and partners say this service is exactly what they need • There is a worker for transitional youth 18year olds 	<ul style="list-style-type: none"> • It's a partnership with the client rather than telling them or presenting as an expert • They are the experts of their lives, client and their families • Triple P • Group modalities • Services are strength focused and based • Programs that are offered are strong and meet identified needs in the community • Client directs the relationship and the services in which they receive • Making Play Possible is a great targeted prevention program that supports the clients and is loved and appreciated by the community • School program is seen as a great strength in the community setting • Services are client centred and strength based • Agency is known to provide excellent support and compassion • Internal programs work well together • Strength based agency approaches • Snacks to help clients feel comfortable • Provision of targeted prevention through Making Play Possible • Community of Practise Teams

ADMINISTRATION, ORG. SERVICES, IT

OD	CMHLG
<ul style="list-style-type: none"> • Flexibility • Responsive • Problem solving • Supportive • Empathetic and compassionate • Professional • Reliable • Accountable • Welcoming • Knowledgeable • Humour 	<ul style="list-style-type: none"> • Strong Director of Finance and HR • Supportive Administrative Assistant Staff • IT system is a strength • Strong AA support • It system that is supportive to the client's needs

STRENGTHS

MANAGEMENT/STAFF RELATIONS	
OD	CMHLG
	<ul style="list-style-type: none"> • Communication is a priority • Manager on Call program supports clinicians • Staff feel the supervision support is strong at CMHLG and that the open door policy that managers have is supportive • Staff felt that the work that CMHLG has completed and does as a learning organization is supportive to staff development and support • Supportive Union/management relationship • Open door system – not a silo system • Committee structure to agency work • Training opportunities are great for staff • Lunch and learns are a great program for staff
SPECIALIZED SERVICES	
OD	CMHLG
<ul style="list-style-type: none"> • Ability to connect with psychiatric consults 	<ul style="list-style-type: none"> • Strong Tele-Mental Health service that is valued by both clients and the community • Dr. Khan and Dr. VanStallen – specialized services are strongly developed and support Leeds and Grenville • We have a tele-mental health program
OTHER	
OD	CMHLG
<ul style="list-style-type: none"> • Accommodate other services within our offices let them use our space 	<ul style="list-style-type: none"> • CMHLG has a strong student placement program • Assist training and train the trainer 2 staff who work with the community