



POLICY

POLICY SECTION	POLICY NAME Agency Philosophy	POLICY SECTION
SUBSECTION	RESPONSIBILITY CEO	APPROVED BY CEO
EFFECTIVE/REVISED DATE	LAST DATE REVIEWED:	NEXT REVIEW DATE

POLICY

Lumenus means many things to many different people. To some the Centre is a community center, to some a clinical resource, to others the Centre is home. At the core of Lumenus's philosophy of service is a commitment to building and supporting the clients and communities we serve. We respect the rights of people to self-determination and we aim to foster environments where individuals, families and communities connect, strengthen and grow.

At Lumenus we believe that all children, youth and families, regardless of their developmental, emotional, psychological and/or social needs are able to utilize their strengths with support. Utilizing a range of high quality prevention, intervention and treatment services, children, youth and their families, to the best of their abilities, can become contributing members of society and productive citizens.

Lumenus recognizes the diverse strengths and promise of the people in our communities. In celebrating and honouring diversity, we also work to acknowledge the systemic and specific challenges and barriers faced by the individuals and families with whom we work. Lumenus acknowledges the impact of social determinants of health and mental health including: Aboriginal status, immigration and settlement needs, early life, education, employment and working conditions, food security, gender, health care services, housing, income and its distribution, social safety net, social exclusion, and unemployment and employment security.

While working to address these factors, this recognition also impacts our models of service delivery to include flexible and adaptive services across a range of settings including community-based work as well as other service options (e.g. Walk in, appointment based counselling, day treatment, residential treatment). This flexible and

adaptive approach also considers potential barriers to service individual clients may face and strives to make them more accessible through offering interpretation, flexible hours of service, alternate meeting locations, bus tickets, etc.,.

Our strength is in engaging and working with children and youth and their families, to strengthen their ability to support autonomy and skill development; to have improved developmental and mental health outcomes and improved quality of lives. Within this framework Lumenus utilizes both a harm reduction and strength based approach to all services. These approaches support all that come to Lumenus in recognizing strengths they may already have and building on those skills to reduce behaviours that could cause risk or harm.

To ensure that we are offering the best service we can, Lumenus uses an interdisciplinary approach in its provision of services (e.g. child and youth workers, social workers, early childhood educators, psychologists, art therapist) and values the collaboration, which takes place between all disciplines in developing plans with and for individuals and their families. With this diversity in mind, we also aim to provide multi-lingual service, cultural interpretation and hire culturally diverse staff teams who are better able to serve individuals, families and communities.

At Lumenus significant portion of our work is with children, youth and adults who have been labelled with intellectual and/or developmental disabilities. Lumenus therefore ensures the use of clear language in all documentation including clinical reports and promotional materials and works to create accessible, barrier-free environments that support the participation of all people.

This focus on diversity includes our staff teams and informs all aspects of human resources from recruitment, hiring, job matching, mentoring and promotion. We are committed to creating anti-oppressive and anti-racist spaces where our staff feel welcomed and supported – and where they are able to address challenges both within teams and across the Centre. We believe that this approach to working with staff promotes greater cross-cultural understanding and strengthens our ability to provide inclusive services in our communities.

Individuals, families and communities who access our services often face highly complex and difficult situations. Lumenus is particularly committed to strengths-based approaches to assisting people in these contexts. We recognize that some people and communities who turn to us may have histories with social services and we work together with other agencies and sectors to seek strategies and solutions that work to bring together what has already been identified as strengths. We recognize there are few quick fixes and are committed to supporting individuals, families, and systems to collaboratively develop new approaches. We believe that what we learn from working with individuals, families and agencies in highly complex circumstances making us better, allowing us to offer improved services to all members of our communities.



Families play an integral part in service planning for clients. All efforts are made to include parents/guardians/caregivers in all service planning decisions, such as initial assessment, Service Plans/Service Reviews and Support Plans, and discharge planning. For clients within our residential programs, visits between the client and their family are encouraged and supported by staff. Parents/guardians/caregivers are informed immediately of any incidents that involve their child, are provided with regular updates regarding treatment, and receive support during home visits. Clients and families often rely on the support of extended family, friends, and their community, Lumenus recognizes the importance respecting and including this larger context in service delivery.

Some of the clients and families served by Lumenus have complex needs, which cannot be addressed by any one agency or service sector because the system of service delivery is often fragmented and difficult for families to understand and navigate. We are committed to building the capacity of the service system and to working collaboratively with other agencies and service sectors (e.g. health, education, child welfare, adult mental health, developmental services) to develop responsive and coordinated plans to meet the needs of those we serve.

Recognizing the uniqueness of the children, youth and adults we serve, employees strive to provide a safe, nurturing, equitable and affirmative environment where clients and participants can see themselves reflected in all aspects of their services and incorporate elements of each client's traditions, beliefs and needs into their treatment and care within the programs. The needs and preferences of our clients and participants are at the centre of all service planning, with clients and participants having the right to make decisions about the service or support they receive, including the right to refuse or discontinue service.

Because we highly value innovation, we also, where resources permit, prioritize evaluation and evidence-informed practices. Whenever possible we incorporate best practices into our work. Where evidence does not exist, we are committed to documenting our approaches and to evaluating the impact of our work with our communities recognizing that such practices must often be adapted to meet the individualized needs of those we serve. This includes more traditional methods as well as more creative and community-based approaches to program evaluation.

We particularly value models of youth and family engagement as well as community engagement and support the development of projects and services, which integrate these philosophies over time.

As Lumenus evolves, we are committed to building increasingly collaborative approaches with the people who access our services. Collaboration to us means working together as equal partners, while acknowledging inherent power differences. There are many ways to do this and we recognize that depending on interest, knowledge and competing demands, people may participate to varying degrees in this process. For example, collaboration can mean working together to develop a new



service, participating in needs assessments or service evaluation, or co-presenting at workshops or educational events.