

OUR VISION:

Inclusive communities where barriers are eliminated, where everyone belongs and realizes their hopes and dreams

OUR MISSION:

Contact Hamilton ensures individuals and caregivers have access to information, available services and supports they need. To this end we assist people in applying for services and supports.

We serve children and youth presenting with social, emotional, behavioural and/or developmental concerns living in Hamilton.

We serve adults with a developmental disability that live in Hamilton-Niagara Region (communities of Brant, Haldimand, Norfolk, Niagara, Hamilton, Six Nations of the Grand River and Mississaugas of the New Credit First Nation).

We provide our communities with system-level information about community services for children and youth and for adults with a developmental disability.

We believe in:

Everyone fully participating in community life

Everyone having the opportunity to define our needs and wants

Everyone being treated with dignity and kindness

Everyone having access to our services in a meaningful and appropriate way

Providing services that are flexible, fair and prompt

Leading by example and being proactive

Making a positive difference in the lives of the people and communities we serve

Answering to all our stakeholders including people, families, communities, service providers and funders

Challenging ourselves to be the best we can be

OUR STRATEGIC PRIORITIES

In 2011, Contact Hamilton changed significantly as an organization. It took on two regional programs on behalf of adults with developmental disabilities (Developmental Services Ontario Hamilton-Niagara Region and Passport for Community Living) while still maintaining access responsibilities for children and families living in Hamilton.

The following priorities reflect a balance of both internal and external goals over the next three years.

Priority One: Quality Improvement

This means we will actively seek out feedback in order to make our services the best they can be.

Priority Two: Enhanced Community Awareness

This means that we will make sure people and organizations know who we are and what we do and how we can work together.

Priority Three: A well-governed and an accessible and inclusive organization

This means that we will make sure that our board is open and welcoming of diversity and governs the organization to the best of its ability.

Priority Four: A healthy workplace

This means that Contact Hamilton is the best place to work where staff feel valued.