



### Strive for exemplary child, youth, and family centred services

- Ingrain a child, youth, and family focus in our leadership and culture
- Exemplify compassionate service excellence and collaborative decision making
- Ensure consistent communication and coordination across services



### Support families being families and kids being kids

- Infuse play, togetherness, and social interaction
- Scale access to child and family support programs and services
- Expand family and caregiver wellness supports



### Embed partnership in all we do

- Establish an enterprise-wide approach to engagement that centres child, youth, family, and community knowledge and lived experiences in designing the future of SickKids



### Foster healing digital and physical spaces

- Ensure culturally safe, accessible, welcoming, and comfortable campus spaces and amenities
- Create a seamless digital experience



### Establish an experience improvement loop

- Continually capture child, youth, family, and community voices to inform improvement
- Refine the structure and processes accountable for assessing, prioritizing, and actioning opportunities

### Key enablers

Enterprise focus on quality and safety · Healthy and engaged workforce · Equitable, diverse, and inclusive organization