

STRATEGIC PLAN 2020-23

PLANNING PROCESS

The Board of Directors led a comprehensive strategic planning process that included an extensive environmental scan; feedback from staff, clients, and community partners; and an internal review. The Leadership Team and the Board of Directors then uncovered themes and determined the following three strategic priorities for the Health Centre based on this information.

Vision: Building opportunities for healthy and inclusive communities

Mission: Provide inclusive and equitable health and social services to those who experience barriers to care and foster the active participation of individuals and communities that we serve.

Values: Social Justice, Equity, Caring, Inclusion, and Respect



HEALTH EQUITY CHAMPIONS

- Embed Health Equity principles and practices in our local Ontario Health Team and Primary Care Alliance
- Build and strengthen local coalitions to improve key social determinants of health, with a focus on housing, income, food security and community belonging
- Provide active provincial leadership, with a focus on newcomer health, harm reduction, and community health
- Use a health equity lens in the development of the Health Centre's quality improvement initiatives and all program planning



EXCELLENT CLIENT EXPERIENCE

- Expand access to primary care services and increase access to Team Care for people being seen in non team-based models of care.
- Deepen clients' involvement in their care to ensure we are continuously responding to their priorities across the social determinants of health
- Strengthen internal coordination of client care, and improve seamless integration of care with other health and social system partners



SUPPORTIVE AND ENGAGING WORKPLACE

- Enhance staff wellness and the safety of the work environment
- Develop effective staff feedback mechanisms and strengthen internal communications at every level of the Health Centre
- Improve staff recruitment and retention to ensure the staff we hire align with our values
- Build autonomy over work and create opportunities for professional development



MAKING IT HAPPEN

Strengthen our culture of continuous quality improvement

Seek opportunities to grow and diversify our sources of funding

Advance main site capital project and modernize equipment and infrastructure

FOR

OUR CLIENTS

People who experience barriers to care due to marginalization based on ethnicity, age, social economic status, gender identity, sexuality, and mental and physical health status.