

# VISION



A healthy, diverse and inclusive community for all.



SOMERSET WEST  
COMMUNITY  
HEALTH  
CENTRE

# MISSION



To support people and communities to enjoy the best possible health and well-being.

# BELIEFS



We are all connected and everyone matters

Diversity makes our community stronger

Health is a state of physical, mental, social and spiritual well-being

Working in partnerships makes our impact more powerful

Health equity is key to inclusive, healthy communities

# ASPIRATIONS



## PEOPLE-CENTRED

We empower people to improve their health, the community and society.

We build capacity in our community and clients.

We remove barriers to accessing services for people who are marginalized.

We meaningfully engage our clients, communities in shaping our services.

## EQUITY AND ADVOCACY

Our voices and actions speak to social justice, human rights and health equity.

We are inclusive and confront discrimination and racism.

We are diversified in governance, staff and service delivery.

We collaborate to address the social determinants of health.

## HEALTHY WORK ENVIRONMENT

We enjoy a safe, professional and trusting work culture.

We invest in staff capacity and skills-building.

We innovate and continuously learn together.

We are a collaborative team.

## ORGANIZATIONAL SUSTAINABILITY

We will thrive as a Community Health Centre in a changing environment.

We are conscientious fiscal stewards.

We demonstrate resourcefulness and effectiveness and tell our stories.

We adapt and seize opportunities.

# TOGETHER, TOWARDS COMMON GOALS

## STRATEGIC PLAN 2017 (3 - 5 YEARS)

### AIMS

PEOPLE-CENTRED	EQUITY AND ADVOCACY	HEALTHY WORK ENVIRONMENT	ORGANIZATIONAL SUSTAINABILITY
<ul style="list-style-type: none"> <li>■ Increase client engagement</li> <li>■ Build the capacity of the primary health care system to serve vulnerable populations</li> <li>■ Renew focus on community development and health promotion</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop partnerships within community to tackle systemic issues such as affordable housing, poverty, food insecurity, and unemployment.</li> <li>■ Confront and eliminate discrimination and racism</li> </ul>	<ul style="list-style-type: none"> <li>■ Empowered staff, clients, and volunteers to excel in all that they do</li> </ul>	<ul style="list-style-type: none"> <li>■ High quality services with a balanced budget</li> <li>■ Expanded commitment to improving the conditions in which people are born, grow, live, work and age</li> <li>■ Programs, services, and client satisfaction evaluations that ensure we meet community needs</li> </ul>

### OBJECTIVES

<ul style="list-style-type: none"> <li>■ Explore technologies to enhance clients' well-being</li> <li>■ Implement strategies to improve client engagement</li> <li>■ Increase linkages with other primary care practices</li> <li>■ Lead innovation in community lung health services</li> <li>■ Revitalize our volunteer program</li> <li>■ Develop mental health promotion strategies for youth</li> </ul>	<ul style="list-style-type: none"> <li>■ Develop harm reduction services</li> <li>■ Champion the needs of people who are marginalized</li> <li>■ Actualize the Anti-Racism and Anti-Oppression policy</li> <li>■ Increase outreach to social housing communities</li> <li>■ Increase commitment to immigrants, refugees, and newcomers</li> <li>■ Support the development of long-term, community-driven plans</li> </ul>	<ul style="list-style-type: none"> <li>■ Build staff leadership capacity</li> <li>■ Optimize administrative processes</li> <li>■ Include diversity in organizational work plans</li> <li>■ Build a culture of quality improvement</li> </ul>	<ul style="list-style-type: none"> <li>■ Recognize the complex needs of primary care clients as well as the resources needed to address them</li> <li>■ Ensure adequate organizational resources, including capital and infrastructure requirements</li> <li>■ Highlight successes in impacting the conditions in which people are born, grow, live, work and age</li> <li>■ Increase successful funding proposals in the areas of health promotion, employment, housing, and food security</li> <li>■ Participate in research that furthers the organization's mission</li> </ul>
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