



# STRATEGIC PLAN 2019-22

January 14, 2019

# STRATEGIC PLAN 2019-22

**Vision**      **A leading community partner working today for a healthier tomorrow**

**Mission**      **The Centre provides a wide range of supportive and empowering community services to individuals in need. This is achieved in a progressive and collaborative manner through the proactive efforts of a dedicated, client-centred and compassionate team who is committed to promoting a strong, healthy, diverse and equitable community.**

**Values**      **Client-centred    Respect    Compassion    Accountability    Collaboration**

Strategic Directions	Our Client	Our Team	Our Leadership
<b>Priority Goals</b>	1. Develop and implement client-centered programs and services that meet the evolving needs of the diverse clients and communities we serve. <b>Strategies: 1, 2, 3, 4, 5, 6</b>	4. Support all levels of the organization to make the strategic plan come to life. <b>Strategies: 1, 3, 4, 5, 6, 8</b>	7. Integrate our core values into everything we do. <b>Strategies: 2, 6</b>
	2. Monitor the quality, effectiveness and impact of what we do. <b>Strategies: 1, 2, 3, 5, 8</b>	5. Create a learning environment that supports board members, volunteers and staff in fulfilling their respective roles and optimizing their contributions. <b>Strategies: 1, 2, 6, 8</b>	8. Actively seek and/or lead collaborative projects that optimize resources and increase the collective service capacity and impact. <b>Strategies: 1, 3, 5</b>
	3. Assurer l'offre active des services en français. <b>Strategies: 1, 2, 7</b>	6. Recruit and retain exceptionally dedicated and values-driven staff and volunteers. <b>Strategies: 4, 6, 7</b>	9. Optimize our visibility and bring awareness on topics that are timely and relevant for those we serve. <b>Strategies: 2, 3, 5, 7, 8</b>

November 30, 2018

## VISION

A leading community partner working today for a healthier tomorrow.

## MISSION

The Centre provides a wide range of supportive and empowering community services to individuals in need.

This is achieved in a progressive and collaborative manner through the proactive efforts of a dedicated, client-centred and compassionate team who is committed to promoting a strong, healthy, diverse and equitable community.

## **CORE VALUES**

### **Client-Centred**

We view clients as unique individuals. We value their strengths and encourage their participation in decisions affecting their wellbeing and quality of life.

- We listen with purpose: to understand and meet the client's needs and interests.
- We act with purpose: our attention and efforts are in service of clients, their families and our diverse community.

### **Respect**

We treat each other and everyone around us including clients, their families, our volunteers, supporters and community partners with dignity and respect.

- We meet people where they are in their life's journey.
- We adhere to the high standards of professionalism and uphold the privacy and confidentiality of clients, their families and our staff.

### **Compassion**

We serve with our hearts.

- We provide optimal service and treat clients and family members with great care, sensitivity and empathy.
- We provide an inclusive environment for people to feel safe to share their experiences, thoughts and hopes.

### **Accountability**

We take responsibility for our actions and our words.

- We understand our roles, responsibilities and accountability to each other.
- We are responsible for the work that we do and the resources that have been entrusted to us.

### **Collaboration**

We value and encourage the contributions of all, blending and optimizing the skills and interests of staff, volunteers and community partners in unsurpassed collaboration.

- Innovative service delivery requires that we optimize teamwork, leverage resources and move beyond the walls of our internal operations to support innovative service delivery.

## **STRATEGIC DIRECTIONS and PRIORITY GOALS**

### **Our Client**

Priority Goal 1: Develop and implement client-centered programs and services that meet the evolving needs of the diverse clients and communities we serve.

Priority Goal 2: Monitor the quality, effectiveness and impact of what we do.

Priority Goal 3: Assurer l'offre active de services en français.

### **Our Team**

Priority Goal 4: Support all levels of the organization to make the strategic plan come to life.

Priority Goal 5: Create a learning environment that supports board members, volunteers and staff in fulfilling their respective roles and optimizing their contributions.

Priority Goal 6: Recruit and retain exceptionally dedicated and values-driven staff and volunteers.

### **Our Leadership**

Priority Goal 7: Integrate our core values into everything we do.

Priority Goal 8: Actively seek and/or lead collaborative projects that optimize resources and increase the collective service capacity and impact.

Priority Goal 9: Optimize our visibility and bring public awareness on topics that are timely and relevant for those we serve.