

2023
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2025

STRATEGIC PLAN



CLIENT CENTRED

- Client centred language
- Using socio-demographic data to support client centered/ holistic approach
- Identifying and track client needs to identify service gaps in future



EMPLOYEE ENGAGEMENT

- Monitor outcomes of employee satisfaction survey
- Evaluate quality improvement measures
- Incorporate values into employee onboarding and evaluation
- Actively participate in internal committees



STRATEGY DRIVEN

- Develop evaluation tool for funding/partnership opportunities
- Support knowledge transfer within teams and across management (Cross training, succession planning)



COLLABORATIVE COMMUNITY PARTNER


- Take inventory of partnerships and memberships in external committees
- Evaluate participation using evaluation tool for funding/partnerships, mandate, start plan etc.




QUALITY SERVICES

- Develop outcome measures for all programs
- Increase the # of surveys completed
- Monitor outcomes and implement quality improvement measures
- Develop position specific procedures for all positions to identify service standards and accountability

 **MISSION** The Centre works in a progressive and collaborative manner to provide a wide range of supportive and empowering community services. This is achieved through the proactive efforts of a dedicated, client-centered, and compassionate team who is committed to promoting a strong, healthy, and equitable community

 **VISION** A leading community partner working today for a healthier tomorrow.

 **VALUES** Respect, Compassion, Accountability, Collaboration, Client centred

 **3 WORDS** Re-build, Reconnect, Rejuvenate

 **1 THING** Demographics

