

2016-2021 Strategic Plan at a Glance

Mission: SVCHC supports the health and wellbeing of local people and our community, working through a team and partnership approach.

Vision: Working with you for a healthier community.

Values: - Anti-oppressive and Culturally Safe - Based on the Social Determinants of Health - Accessible - Population and Needs Based - Grounded in a Community Development Approach
- Community-governed - Inter-professional, Integrated and Coordinated Community Development Approach - Accountable and Efficient

Leadership + Integration

- Align organizational goals to provincial CHC sector, regional LHIN and ministry strategic directions.
- Engage in Health Links for system innovation and change.
- Achieve excellence in meeting clients/community needs through coordinated intake, enhanced care coordination and navigation for clients facing barriers.
- Build our capacity to improve mental health and addictions services by working collaboratively with key Mental Health Partners.
- Use CIW and "Be Well" Survey tool to further gain collective impact on community health and wellbeing & build community capacity.
- Continue to lead with strong organizational infrastructure administrative capacity (i.e. operations, finances, HR, data reporting, EMR, etc.).

Client Health + Access

- Focus on areas for growth and expansion to serve more clients (i.e., seek new funding to add staff, new partnerships, creative alliances, etc.)
- Develop strategies to improve access to services to improve client health and well-being (i.e. OTN, extended hours of service, weekend/walk-in access, outreach to rural areas, innovative service delivery models, etc.).
- Champion an equitable, inclusive and respectful primary health care system. Be a stronger voice for marginalized populations negatively affected by social determinants of health, (LGBTQ, Trans population, those living in poverty, seniors, rural population, etc.).
- Strengthen advocacy and action campaigns that lead to improved health and well being for our clients and our community (i.e. support to LGBTQ, Trans population, oral health care for all ages, collective poverty reduction strategy, enhanced food security, improved housing, employment and wages, etc).

Quality + Sustainability

- Ascertain additional sustainable funding to deliver and enhance quality care.
- Benchmark key equity-informed indicators of health and wellbeing for clients in community initiatives to inform how services contribute to better health outcomes.
- Strive for excellence and foster continued use of Best Practice and innovation in the pursuit of Quality Improvement and efficiency.
- Become an accredited organization through the Canadian Centre for Accreditation (CCA).

Nurturing Organizational Environment

- Empower, promote & invest in staff self care in a challenging and shifting environment.
- Support and recognize the volunteers and students contribution to SVCHC.
- Remain nimble in a changing and uncertain environment

Outcomes: Healthier Clients → Living Better with Chronic Disease → Clients' Sense of Belonging → Strong Partnerships & Collaboration → Meet MSAA Targets