



**Seaway Valley  
Community Health Centre**  
*Working with you for a Healthier Community*

# Strategy 2021 - 2023

## Toward Equity and Inclusion



*The Oak Tree is a symbol of strength and deep roots in our community.*

# Strategy 2021-2023: Toward Equity and Inclusion Seaway Valley Community Health Centre

## Message

On behalf of the Board of Directors, we are pleased to introduce Seaway Valley Community Health Centre's Strategy 2021-2023: Toward Equity and Inclusion.

Building on our deep commitment and energy, this revitalized strategy reflects our continued drive toward equity and inclusion for the health and wellbeing of everyone in our community.

Leveraging the strength of our partnerships with organizations and people, we will work toward a health system that enables people to access the high-quality care and support they need. Together we can break down barriers to ensure equitable access to health and wellness. As we work toward the common good, we will value and celebrate everyone's contributions.

Our revitalized strategy reflects an understanding of the realities in the community, the strengths and opportunities we have to build on and the challenges we need to face together.

Seaway Valley Community Health Centre will be guided by these four strategic directions over the next two years:

- *Provide strong leadership in health system integration*
- *Break down barriers to ensure equitable access to health and wellness*
- *Drive high-quality equitable care*
- *Nurture and sustain a diverse and inclusive organizational culture*

Our Board of Directors and Staff welcome you to work with us toward a healthier community.

Sincerely,

*Beth Helmer*

Beth Helmer  
Board President

*Debbie St John-de Wit*

Debbie St. John-de Wit  
Executive Director

## About Seaway Valley Community Health Centre

Seaway Valley Community Health Centre (SVCHC) is a charitable, not-for-profit, community-led organization that provides primary health care, health promotion and community development services to residents of Cornwall and the Stormont, Dundas and Glengarry Counties.

SVCHC facilitates access to health care services and community supports, actively addressing the barriers people experience. Our interprofessional team works closely with organizational partners across the health system to link people with the full range of services they require.

SVCHC offers a range of diverse programs and services at no cost. Programs such as Falls Prevention and Exercise, Nutrition Programs, Lung Health and Cardiac Rehab Programs, Support Groups, Stress Management for the health and wellbeing of our clients and community residents.

## Vision

Health and wellbeing for everyone in our community!

## Mission

Working with you for a healthier community!

## Values and Principles

Anti-Oppressive, Anti-racist and Culturally Safe,  
Health Equity and Social Justice,  
Population-Needs Based, Community Vitality  
and Sense of Belonging  
Grounded in Community Development  
Approach, Community Governed,  
Accountable and Efficient, Highest Quality,  
Inter-Professional, Integrated and Coordinated  
Accessible, People Centred Care, Based on the  
Social Determinants of Health

## Model of Health and Wellbeing



Direction #1:  
Provide strong  
leadership in health  
system integration

SVCHC will leverage the strength of partnerships with organizations and people in our community to work toward a health system that enables people to access the care and support they need when they need it.

We envision a system that recognizes and values the contributions of all services focussing on health and well-being of the people in the communities we serve.

By leading and working in partnership, we will improve the experience and health outcomes of people in our communities while maximizing the value and contributions of everyone.

Intent:

- Primary health care is a key foundation of our local health system
- Services and supports are better connected and coordinated
- All services are equally valued for the care and support provided for our population
- Organizations share responsibility for addressing health system challenges and achieving population health outcomes

Direction #2:  
Break down barriers to  
ensure equitable  
access to health and  
wellness

SVCHC is committed to working with partners in our community to expand availability and ensure access to primary care. Access to primary health care is a long-standing issue that must change to enable everyone to access the right care at the right time.

SVCHC recognizes that some people have greater difficulty accessing the care and support they need. We must work differently to meet the unique needs of diverse population groups and people. By working collaboratively, we will wrap the necessary care and support around people who are most vulnerable and face greater barriers to health and wellness. We will expand our efforts to meet the unique needs of people experiencing specific health issues and chronic conditions impacting their well-being.

SVCHC has a history of working with partners on community initiatives to change the conditions that impact health and well-being such as food security, social housing and social connection. These community initiatives are core to our commitment to the health and wellbeing of everyone in our community.

Intent:

- Everyone can access to primary health care in our community
- People get the care and support they need
- Clear pathways help people receive the right care from the right provider at the right time
- Barriers to better health are identified and addressed

Direction #3:  
Drive high-quality  
equitable care

SVCHC is committed to evolving as a learning health system, using information and data for evidence-informed decision-making.

As champions of health equity, we are intentional about collecting, sharing and using data to improve care and support for those who experience greater barriers to accessing what they need, when they need it.

Our commitment to learning and improvement results in better client experiences, better health and wellbeing for individuals, communities, and populations, improved work experience for health care teams and a more effective and sustainable health system.

Moving forward we have a tremendous opportunity to innovate and leverage digital health solutions to expand access to key services and supports. Our efforts will be grounded in our commitment to equitable access.

Intent:

- Data supports decision-making to improve health outcomes
- Investments in primary health care are informed by demonstrating impact
- Digital health solutions enable access to care
- Accreditation standards and evidence-based practice are embedded in our team-based service delivery model

Direction #4:  
Nurture and sustain a  
diverse and inclusive  
organizational culture

SVCHC strives to be a welcoming and supportive community where people feel they belong. We are an inclusive organization that embraces and celebrates the diversity of our client base, our staff team and our community. We live up to our commitment to anti-oppression and anti-racism.

We attract people to work with us who share our values and commitment to high-quality integrated care. Our team is adaptive and resilient, adjusting how we work together, and with our partners across the health system, to better serve clients.

Everyday our SVCHC team demonstrates willingness to go the extra mile on behalf of the people we work with.

Intent:

- EVERYONE FEELS welcome and a sense of belonging
- Clients and community benefit from our skilled and adaptive team working together
- Staff are engaged, challenged and appreciated
- SVCHC is an inspirational place to work, learn and grow talent