

STRATEGIC PLAN

2015-2020

VISION

We envision a healthy, resilient and empowered community where people are connected and support each other.

MISSION

We engage with individuals, families and organizations to deliver comprehensive health services and programs that enhance community health and well-being.



BLACK CREEK
COMMUNITY HEALTH CENTRE



Ontario's Community
Health Centres
Every One Matters

VALUES

The following values provide a framework for our decisions and actions and reflect our shared aspirations in working with our communities to achieve our vision.

Equity and Social Justice – We address the barriers which affect our communities' ability to improve the social determinants of health, social inclusion and equity, and our work is grounded in anti-oppression and anti-racism practice.

Inclusive and Accessible – We deliver comprehensive services and programs which are responsive to the unique needs of the community. Our services and programs are delivered in a compassionate and non-judgmental manner that respect individual choice.

Accountability – Human and financial resources are used efficiently and effectively. We report our actions and results to our funders, community and clients.

Quality – We continuously learn, innovate and improve through reflection and the use of evidence based practices.

Collaboration – We partner to leverage our collective resources and expertise in order to enhance community capacity.

1

Focus for
Impact

2

Evolve for
Sustainability

3

Demonstrate
Accountability

4

Foster
Community
Capacity

STRATEGIC
DIRECTIONS

FOCUS FOR IMPACT

GOAL

We will have articulated our priorities and aligned services, programs, advocacy strategies and partnerships with these.

OBJECTIVES

- I.1 Identify priority populations for targeted focus
- I.2 Establish and strengthen partnerships to align with priorities
- I.3 Design and deliver coordinated care for priority populations
- I.4 Play a key role in advocating for our priority populations

EVOLVE FOR SUSTAINABILITY

GOAL

We will have improved organizational effectiveness and efficiency within a culture of continuous learning, innovation and quality improvement.

OBJECTIVES

- 2.1 Foster a healthy workplace and effective communication
- 2.2 Promote a culture of quality, learning and innovation
- 2.3 Secure appropriate infrastructure for growth and service delivery
- 2.4 Establish strategic funder and stakeholder relationships

FOSTER COMMUNITY CAPACITY

GOAL

We will have strengthened the leadership role of the community.

OBJECTIVES

- 4.1 Strengthen anti-racism and anti-oppression practises
- 4.2 Increase client and community access to health and well-being resources, knowledge and skills
- 4.3 Increase the engagement of clients and community in BCCHC
- 4.4 Increase support to residents' leadership in advocacy

DEMONSTRATE ACCOUNTABILITY

GOAL

We will have increased access to services and programs as evidenced by service utilization, client experience and client outcomes.

OBJECTIVES

- 3.1 Improve performance management & reporting
- 3.2 Increase access to our primary care and health promotion programs
- 3.3 Enhance outreach and responsiveness to community and stakeholders

