



Community
Health Centre
Centre de santé
communautaire

VISION

A healthy and inclusive community for all

MISSION

*To improve, support and promote the health and well-being
of the people and diverse communities we serve*

VALUES

These values guide the work of CCHC board, staff and volunteers:

- Respect
- Inclusiveness
- Quality
- Collaboration
- Learning and Growth
- Person- and Community-Centered Care
- Safety
- Resourcefulness

VALUES

These values guide the work of CCHC board, staff and volunteers:

- **Respect**

In our work, we recognize the dignity of each person and all communities we serve.

As a client, I want to be heard with full attention, accepted without judgement and be treated as an equal. I want to feel genuine caring and encouragement.

- **Inclusiveness**

In our work, we provide programs and services recognizing financial, social, emotional, physical, cultural and other barriers. We offer the same quality of care and access to services to all.

As a client, I value a warm welcome at reception, in the hallways and a pleasant voice on the phone. I want a safe place where I and others feel they belong. This is a place where everyone matters and everyone is involved in creating a sense of community for each other.

- **Quality**

In our work, we provide timely, effective, accessible and appropriate services and care, based on the best available knowledge.

As a client, I expect high quality service and programs at CCHC. I value that people look for ways to make things work for the well-being of everyone.

- **Collaboration**

In our work, we integrate services within CCHC and with community partners to improve people's experience of services and care. Our success depends on our valued partnerships with people, communities, agencies and others.

As a client, I want CCHC to work *with* me to improve my health and I want CCHC to work *with* people in the community to improve the health of our whole community – in the CHC, in the neighbourhoods, across the city and across the province.

- **Learning and Growth**

In our work, we promote an environment of learning and growth so clients, community members, employees and volunteers can develop their abilities.

As a client, I value learning how to care for myself. I want our community to become even better at working together for what we need to be a healthier community.

- **Person, Family and Community-Centred Care**

In our work, we offer programs and services in a way that is sensitive to individual, family and community needs and preferences. We offer our services in English and French as well as many other languages.

As a client, I value that CCHC has an approach, services and connections that look at the full picture of who I am and what matters to my family and our community. No matter how complex my needs, I can look to CCHC for practical support, available when, where and how I need it.

- **Safety**

In our work, we strive to provide care and programming free of accident or mistakes, in a welcoming and safe environment.

As a client, I want to know I am secure when receiving care and that CCHC is a place where it is safe for me to share and participate.

- **Resourcefulness**

In our work, we strive to make the best use of our resources, including funds, employees, volunteers, equipment, supplies, time and ideas.

As a client, I want CCHC to make good use of public money. I want to be confident the CHC is getting the most from its funds and putting to best use the valuable time and energy of its employees and volunteers.

The Vision, Mission and Values were developed by the Board of Directors in consultation with clients, community partners, volunteers and employees.

Approved by Board of Directors January 15, 2013