


<b>Policy Name:</b>	<b>VISION, MISSION, VALUES, BELIEFS</b>		
<b>Policy Number:</b>	<b>GOV-0</b>	<b>Formerly</b>	<b>BG-101, 102 and 103</b>
 West Elgin Community Health Centre	<b>Creation Date:</b> <b>May 2000</b>	<b>Reviewed Date:</b> <b>April 2018</b>	<b>Approved by:</b> <b>Board of Directors</b>

## **VISION STATEMENT**

We envision caring and vibrant communities where people achieve and maintain the highest possible level of well-being.

## **MISSION STATEMENT**

The West Elgin Community Health Centre team works with our communities and our partners to provide accessible, high quality health care, health promotion and community support services.

## **VALUES**

### **PERSON-CENTRED AND COMMUNITY-CENTRED**

- We value people's participation and the right to make their own choices
- We help individuals and communities to make these choices by providing them with the information and support they need so they can make informed choices
- We provide health services which recognize the many factors impacting the health, and opportunities for health, of our clients and communities
- We recognize, respect and build on the strengths and assets of our clients, our communities, our staff, our Board and our volunteers
- We demonstrate caring and compassion for all we serve and for our staff, Board and volunteers
- We value diversity within our communities and our organization and we are inclusive in our decision making and in our service delivery

### **SERVICE EXCELLENCE**

- We deliver evidence based and appropriate care and support for each person and community we serve
- We achieve continuous quality improvement in our service delivery, including tracking and evaluation of the outcomes for our clients and communities

### **TEAMWORK**

- We provide comprehensive care and support through team based service and the application of interdisciplinary expertise
- We provide best practice care and support for each person and community we serve, including connecting them to other services they need

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## **ACCOUNTABILITY**

- We are accountable to our clients, and to our communities, for the provision of accessible, high quality services to improve their wellbeing
- We are accountable to our funders, to our clients and communities and to our staff, Board and volunteers for maintaining financially responsible services
- We are transparent in our operations and we do what we have said we will do
- We are accountable to provide services to contribute to our vision and mission, in a way that reflects the stated values and beliefs of our organization
- We are accountable for advocacy for the needs of our clients and communities and for promoting social justice

## **LEADERSHIP**

- We are courageous in support of improving the wellbeing of our clients and our communities
- We are a learning organization and innovative in service delivery
- We are flexible and responsive to new opportunities and challenges

## **RESPECT**

- We treat people with dignity
- We value and respect our clients' and communities' rights to make choices, and we provide them with the information and support they need so they can make informed choices
- We value and respect our service partners and collaborators
- We value and respect each other as co-workers (including CHC Board directors, staff and volunteers)
- We value and respect our natural environment and make decisions that are environmentally responsible

## **BELIEFS**

- Health includes the physical, mental, emotional, spiritual and cultural well-being of individuals, families and communities.
- Quality of life in our communities is determined by individuals, their environment, the interactions among community members, and interactions among communities.
- Each individual has the potential to contribute, grow and take responsibility for his or her own life.
- Clients have the right to participate in, and make choices regarding, their own health and the Centre's services and programs.
- The Centre is accountable to, and is an integral part of, the communities it serves.
- The Centre shall be governed by a Board of Directors elected by community members who are Members of the Centre.
- The Mission, Vision, Values and Beliefs of the Centre, are consistent with those

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of the Alliance for Healthier Communities i.e.:

- The Centre is also committed to supporting the Health Equity Charter to recognize and confront barriers to equitable health.
- The Centre is also supportive of the values, principles, and attributes of the Model of Health and Wellbeing.
- The West Elgin Community Health Centre (the “Centre”) believes that a healthy community and individual and family well-being can be achieved in the following ways:

### **HEALTHY COMMUNITY**

- By helping individuals feel good about themselves through a balanced spiritual, mental, emotional, physical and cultural well-being.
- By helping to strengthen a healthy community and families.
- By helping individuals live fulfilling lives in spite of disabilities and chronic illnesses.
- By promoting a community and family atmosphere of trust.

### **INDIVIDUAL AND FAMILY WELL BEING**

- By ensuring individuals gain the skills and knowledge to take care of their own health.
- By ensuring that individuals and families can access a variety of quality primary health services.
- By involving individuals in healthy lifestyle activities which promote physical fitness and healthy living choices.
- By reducing the differences between the health status of our rural communities and their urban counterparts.
- By working towards equity in health status for rural Elgin County residents.
- By integrating and coordinating the Centre’s services with those offered by other community organizations.
- By advocating for improvements related to the social determinants of health.

### **CENTRE’S OBJECTIVES**

- To help create caring and vibrant communities where people achieve and maintain the highest possible level of well-being.
- To work with our communities and our partners to provide accessible, high quality health care, health promotion and community support services.

### **CENTRE’S GOALS**

- To make best use of our financial and human resources by working towards our strategic objectives as set out in our strategic plan.
- To enhance the well-being of the community by responding to its changing needs.

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- To encourage collaboration and coordination of effort in the provision of health services and programs within the community.
- To reach out to residents of Elgin who are isolated by virtue of culture, geographic distance, economic circumstances or as a result of their physical or mental health.
- To actively participate in and with the community to create the social and environmental conditions which promote health.
- To live our values including:
  - To treat all clients equally, with dignity, compassion and respect.
  - To support and encourage healthy and functional families.
  - To assist and encourage clients to take responsibility for their own health.

### **BOARD OBJECTIVES**

- To support the Executive Director and staff in achieving the objectives of the Centre.
- To provide oversight of finances to ensure the financial health of the Centre.
- To provide good governance.
- To maintain a strong and healthy Board representing all sectors of our communities and with the diverse and necessary skill sets to fulfill our other objectives.

### **BOARD GOALS**

- To regularly review the Strategic Plan to ensure decisions of the Board comply with the strategic directions of the Centre.
- To direct the process of updating the Centre's Strategic Plan every three to five years.
- To liaise with community partners and the general community to monitor concerns and desires and to raise the profile of the Board in the community.
- To recruit new Board directors to maintain the diversity and necessary skill set of the Board.
- To participate in the training opportunities provided in order to increase Board directors understanding of the health sector and our role within it.