


Policy Name:	VISION, MISSION, VALUES, BELIEFS		
Policy Number:	GOV-0	Formerly	BG-101, 102 and 103
 West Elgin Community Health Centre	Creation Date: May 2000	Reviewed Date: January 2021	Approved by: Board of Directors

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.