



# Strategic Plan 2020

## Our Vision

Mentally healthy people in a healthy society.

## Our Mission

To improve the well-being of our community through high-quality mental health and addiction services.

## Our Values

Respect. Excellence. Accountability.  
 Collaboration. Hope.

## ACCESS

Community members receive the help they need when and where they need it.

## QUALITY

We provide increasingly high-quality, person-centred, and safe service.

## CAPACITY

We address the growing needs of our community through dedicated staff, innovation, and partnerships.

### ACCESS

### QUALITY

### CAPACITY

HEALTH EQUITY

Equitable and accessible support for all

Evidence-informed, person-centred care

Facilitate a seamless service continuum

OUR PEOPLE AND CULTURE

A welcoming environment for staff and community members

A safe and supportive culture where staff and volunteers can thrive and achieve excellence

Ensure resources and supports are in place to empower a high performing organization

COLLABORATION AND INTEGRATION

All doors lead to the right path

Continuously engage and collaborate with our clients and families, partners, and community to inform our services

Play an integral role as part of the broader health system