



Community Health Centre
Centre de santé communautaire

MISSION VISION VALUES

MISSION

VISION

EQUITY

VALUES

STRATEGY

VISION

A healthy and inclusive community for all

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VALUES

These values guide the work of Carlington Community Health Centre (CCHC) Board, staff and volunteers:

Respect

In our work, we recognize the dignity of each person and all communities we serve, with special attention paid to the diverse cultures and experiences of equity-deserving people.

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 safety, caring and encouragement.

Inclusiveness and Cultural Safety

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, that promote cultural safety, diversity and inclusion.

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. We leverage our resources to help partner building capacity to better support the clients we serve together.

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 accidents 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 be excellent stewards of the funds and resources entrusted to us, and 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 the Board of Directors January 15, 2013

Re-affirmed by the Board May 18, 2021

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