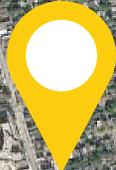




**PARKDALE
QUEEN WEST**
Community
Health Centre

STRATEGIC PLAN 2018 – 2020



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Care. Compassion. Connection. Collaboration. Courage.

Parkdale Queen West Community Health Centre (CHC) has been serving people in the heart of Toronto for generations, delivering healthcare and social programs and changing lives. The Parkdale and Queen West Community Health Centres merged in 2017, expanding services to better meet evolving client needs. The integration allows Parkdale Queen West CHC to have greater influence on best practices and policy for those experiencing barriers to quality healthcare.

To develop and validate a new Strategic Plan for 2018-2020, Parkdale Queen West CHC held extensive consultations with diverse stakeholders including clients from various programs, representatives of select funders, peer organizations and community partners. Parkdale Queen West CHC is grateful for their time and insights, which significantly enhanced contributions from staff and board members.

Participants in the consultation reaffirmed Parkdale Queen West CHC's reputation as a leader in the community, a 'go to' place, as well as an inclusive space. They deemed Parkdale Queen West CHC to be an efficient organization with a strong presence in promoting equity. Our strengths in being able to bring people from different cultures and experiences together and offer a warm and friendly environment was noted by clients and key informants alike.

The Strategic Plan 2018-2020 includes new Vision, Mission and Values statements for Parkdale Queen West CHC, as well as a Definition of Values.

VISION: Inclusive Communities.
Responsive Healthcare.
Healthier Lives.

MISSION: Providing equitable, accessible urban healthcare for people where, when and how they need it.

VALUES: Client-centred. Community Responsiveness. Social Justice. Equity and Access. Capacity Building

DEFINITIONS OF VALUES:

AT PQWCHC, we make our work **client-centred** by meeting individuals where they are at and by providing compassionate care to support their informed choices in a safe, accessible, non-judgmental space, throughout their journey.

AT PQWCHC, we **respond to the needs of our clients and communities** by listening to them and acting in a timely manner through an integrated, flexible, and evidence-informed approach. We also collaborate with external partners to deliver services.

AT PQWCHC, we advocate for **social justice, equity, and access** by providing a point of entry that challenges individual and system barriers. We collaborate with external partners to effect system change that eliminates barriers for the marginalized communities and promote population health.

AT PQWCHC, we **build capacity of** client, staff and sector through support, empowerment and education.



THE Plan is focused on four Strategic Priorities that will build organizational capacity, evolve sustainability, recognize and develop staff and provide the best possible service to clients from a variety of communities, including those who experience multiple barriers to accessing healthcare and those with specialized needs.

SPECIFICALLY, the new Strategic Plan defines Parkdale Queen West CHC's determination to be an advocate for communities, to celebrate strengths, and to use partnerships and research to excel on the journey to social justice, equity, access, better health, increased opportunities and brighter horizons for all.



STRATEGIC PRIORITIES 2018-2020

1. Provide service for people who face barriers to healthcare, and reduce those barriers.

GOAL: Improve access to services for individuals and communities that are at risk and face inequities, with efforts to address geographic barriers.

2. Use research and partnership to promote changes that will improve the lives of our clients and communities.

GOAL: Positively influence healthcare and social policy reform through community-based and intentional research and education.

3. Focus on collective work and training for staff that will improve client care.

GOAL: Quality improvement through an integrated model of service whereby expertise of PQWCHC's interdisciplinary team is leveraged, case management and collaborative approaches are embedded, and staff have access to ongoing professional development.

4. Successful integration to create a sustainable platform which is well positioned for the future.

GOAL: Create a larger platform from which to build services and programs: better positioned for future growth and leadership by building on the strengths of existing partnerships, collaborations and shared commitment to providing high quality care.



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The Strategic Plan 2018-2020

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