

**Parkdale Queen West Community Health Centre**

# Strategic Priorities 2023-2026



# Vision

Inclusive Communities  
Responsive Healthcare  
Healthier Lives





# Mission

Providing and leading equitable, accessible, comprehensive healthcare for people where, when, and how they need it.



# PQWCHC's **Values**

CLIENT-CENTERED

COMMUNITY RESPONSIVENESS

SOCIAL JUSTICE, EQUITY, AND ACCESS

CAPACITY BUILDING

HUMILITY AND RECONCILIATION

ACCOUNTABILITY



# PQWCHC's Values & Definition

**CLIENT-CENTERED:** 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.

**COMMUNITY RESPONSIVENESS:** 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 collaborate with external partners to plan and deliver services.

**SOCIAL JUSTICE, EQUITY, AND ACCESS:** 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.



# PQWCHC's **Values & Definition**

**CAPACITY BUILDING:** We build capacity of clients, staff and sector through support, empowerment, education and opportunities.

**HUMILITY AND RECONCILIATION:** We recognize that reconciliation is a journey and will work towards building a renewed relationship with First Nations, Inuit and Metis peoples based on the recognition of rights, respect and partnership. We will undertake this with humility, acknowledging ourselves as learners in a continuous process of self-reflection. This self-reflection enables us to understand personal and systemic discrimination and to develop and maintain respectful processes and relationships based on mutual trust.

**ACCOUNTABILITY:** We respond to and deliver on our commitments to clients, staff, communities and stakeholders through open and transparent communication.



**Leading**

**Excellence**

in Care with Innovation  
and Engagement

## OBJECTIVE > LEADING EXCELLENCE



- Embrace wrap-around services in all programs
- Incorporate integrated impact framework
- Apply intersectional responsive care
- Lead sector by sharing





**Championing  
Systemic Health**

**Equity**

Through Advocacy

## OBJECTIVE > CHAMPIONING EQUITY



- Integrate health equity data in practices and actions
- Build client and community advocacy capacity



# Reconciliation

Through “Indigenous Health  
in Indigenous Hands”

## OBJECTIVE > RECONCILIATION



- “Live” the Truth and Reconciliation Commission (TRC) recommendations



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**Sustaining**  
**Growth**

and Success in a  
Nurturing Environment



## OBJECTIVE > SUSTAINING GROWTH

- Promote staff wellness
- Ensure continuity through on-boarding and succession planning
- Enhance internal communications and team collaboration
- Improve physical environment

