

Regent Park Community Health Centre's Strategic Plan 2023 – 2026

Honouring our History - Building our Future

Our new plan is grounded in our Vision, Mission and Values

Vision

Equitable health outcomes and social justice for the communities we serve.

Mission

We provide comprehensive services to improve health and well-being, and work collaboratively to build healthy communities and reduce inequities.

Values

- **Integrity:** We commit to being respectful, compassionate and accountable to each other, our clients, community members and partners.
- **Community ownership:** We build community leadership because our community is strongest when community members identify and advance their priorities.
- **Equity:** We break down barriers to access, celebrate our diversity, foster inclusive communities, and oppose racism, discrimination and oppression everywhere.
- **Excellence:** We embrace effective practices, work collaboratively, and create and deliver services that bring the greatest value to our communities.

Four strategic priorities have been identified to guide our work over the next three years. These directions build on the accomplishments from our first 50 years, and position to take some new, bold steps that ensure we provide continued value to our communities. **Our priorities and goals for the coming three years intersect with each other. Together they will enable us to strengthen the relationships that are critical to our work and our ability to advance toward our vision.**

Honouring our History - Building our Future

Goal: Strengthen local capacity and leadership so that Regent Park and Moss Park community can advance their health and wellbeing priorities. **Objectives:**

- Strengthen engagement with local community groups and organizations to foster and build mutual support, community leadership/capacity and collaborative community ownership
- Enhance client and community member engagement in service delivery planning, implementation and evaluation through effective models and mechanisms at the governance and operational levels

Strengthen Community

Advance Black Health

Increase Access to Services

Care for Our Organization

Goal: Improve access to and delivery of comprehensive primary health care and supports for people who are vulnerable in Regent Park/Moss Park and our extended downtown east catchment through collaboration, partnerships and client centered service planning. **Objectives:**

- Harmonize service quality, eligibility, intake and referral pathways and integrate services and programs
- Strengthen partnerships with downtown east providers to coordinate and maximize system resources
- Improve service planning and delivery for clients and community members who experience barriers

Goal: Work with partners and community members to address anti-Black racism and advocate for policies that reduce health disparities. **Objectives:**

- Enhance our internal capacity to respond to anti-Black racism
- Advance a Black Health strategy in collaboration with partners and community members

Goal: Be a place where people want to work and grow. **Objectives:**

- Strengthen employee health and wellbeing: fill key vacancies, address discrimination in the workplace, strengthen organizational culture and promote a sense of community
- Address key infrastructure, facility and funding pressures
- Improve our use of data, evidence and story telling to demonstrate organizational impact and value