



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

2023-27 Strategic Plan

Vision

Together we seek to build a safe, just, and healthy community for all.

Mission

Pinecrest-Queensway Community Health Centre (PQCHC) is an innovative community based, multiservice centre. We strive to meet the needs of the diverse communities we serve. We work in partnership with individuals, families and communities to achieve their full potential, paying particular attention to those facing barriers to access, including those who are most vulnerable & at risk.

Values

We value equity, diversity, caring and inclusion. We accept people without judgement and support them where they are at in their life.

Strategic Directions

Keep people, families, and communities at the core of what we do.

Promote seamless and coordinated access to services.

Embrace opportunities to adapt and improve.

Foster a culture of well-being and engagement for employees, students, and volunteers.

Strategic Priorities

Strategic Direction	Goal
Keep people, families, and communities at the core of what we do.	Better understand whom we serve and who is in our catchment.
	Innovate programming to promote health equity across our catchment.
	Engage and involve the community in service design and delivery.
Promote safe, seamless, and coordinated access to services.	Work together to address the Social Determinants of Health.
	Practice evidence-informed service delivery.
	Improve internal pathways and referrals.
Embrace opportunities to adapt and improve.	Build teams' capacity to be agents of change.
	Recognize and create space for experimentation and creativity.
	Emphasize attracting, onboarding, and retention of employees and career development.
Foster a culture of well-being and engagement for employees, students, and volunteers.	Bolster employees, students, and volunteers' psychological health and safety, wellness and mental health.
	Communicate with clarity and transparency and demonstrate accountability.
	Work together to create a culture based on trust and mutual respect.
Advance equity, diversity, inclusion, and belonging in the workplace.	