

2021 BRIDGING ACTION PLAN

2020 has been a year of disruptive change for our clients, communities, and organization. The COVID-19 pandemic has altered how we work and has pushed us to be more nimble and innovative to respond to new and evolving needs.

Within this shifting landscape, we want to focus our energies where they will have the most impact. Instead of trying to forecast years into the future, we have created a Bridging Action Plan to guide us through 2021. The key strategic directions of Quality, Access and Infrastructure from our previous strategic plan will continue but with specific priorities, activities and measures to keep us inspired, responsive and accountable.

Vision

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

Mission

Pinecrest-Queensway Community Health Centre 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 and at risk.

Our Approach

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

2021 Bridging Action Plan

We will harness this time of disruptive change to innovate and evolve as an organization, while continuing to address health equity and deliver relevant and quality services for our clients and communities.



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE

2021 Bridging Action Plan - Priority Areas



Strategic Enablers

LEAN Methodology

We are fostering a culture of continuous learning and quality improvement, through the specific use of LEAN.

Motivational Interviewing

We have embraced Motivational Interviewing as a client-centered approach to supporting change.

Collaboration

We work with partners across the health and social service sectors to provide coordinated and effective supports, including a targeted COVID-19 response.



CENTRE DE SANTÉ COMMUNAUTAIRE
PINECREST-QUEENSWAY
COMMUNITY HEALTH CENTRE