

STRATEGIC PLAN

2023 - 2026

Windsor Essex Community Health Centre
Centre de santé communautaire de Windsor Essex

weCHC

Healthcare for You
Des soins de santé pour vous

Windsor Essex Community Health Centre

weCHC provides multidisciplinary healthcare services, including primary care services with health promotion programs, illness prevention programs and community development initiatives. weCHC services its clients through five primary locations and satellite offices throughout Windsor Essex. Each location has targeted programming and is grounded in the organization's vision, mission and strategic plan to support the community's health and well being.

weCHC board of directors, leadership team and staff understand challenges faced by clients in accessing health care services. The team at weCHC works collaboratively with community partners to develop programs and services to eliminate barriers and challenges in care access. Improving health outcomes for individuals, families, and communities is the primary goal of each member of the organization.



Vision, Mission & Values

Vision, Mission and Values are integral for an organization to create a roadmap of goals, aspirations and identity. Our Vision is our aspirational statement of what the future will be as we deliver on our Mission. Our Mission focuses our daily work, supporting our clients. Our Values are critical to shaping weCHC's shared organizational culture. They underpin the way people approach their work, make decisions and interact with each other. The leadership team worked closely with staff and community partners to determine an organizational Vision, Mission and Values. This creates clarity of purpose and identifies the client groups and services to be delivered locally. As weCHC offers services across the Windsor Essex region, it is crucial to consider a broad spectrum of healthcare needs.



Vision

Optimal health and well being for our community.

Mission

weCHC delivers accessible, inclusive, and collaborative health and wellness services.

Our Values

INTEGRITY

Act with Integrity through quality services, practices and relationships.

RESPECT

Respect the unique and diverse perspectives and needs of all people.

ACCOUNTABILITY

Be Accountable through responsible, measured actions.

INCLUSION

Create an environment of Inclusion that accommodates various perspectives and experiences.

COMPASSION

Bring Compassion into our work using a client-centred approach.

EQUITY

Provide Equitable access to care with consideration for the social determinants of health.

COLLABORATE

Collaborate with the community to optimize delivery of services.



Strategic Priorities

As healthcare grows in complexity and client needs escalate, it is essential that weCHC plan activities that are strongly aligned with our Strategic Vision, Mission and Values.

weCHC board of directors, leadership team and staff worked together to determine the key priority areas for 2023-2026 that value client experience and achieve organizational and provincial goals.

ADVANCE HEALTH EQUITY AND INCLUSIVITY

Operational Objectives

- Collaborate to strengthen and build partnerships
- Enhance DEI programs for staff
- Serve and engage ecommunities with intentionality

ENHANCE CAPACITY AND SUSTAINABILITY

Operational Objectives

- Refine a comprehensive organizational performance measurement system
- Initiate an active partnership in the development of the WE Ontario Health Team
- Develop a risk management assessment tool
- Increase community awareness of CHC

CULTIVATE A PEOPLE STRATEGY

Operational Objectives

- Enhance employee recruitment
- Improve employee retention
- Create a supportive, human-centric workplace culture
- Provide recognition, engagement and professional development

PROMOTE A CULTURE OF QUALITY AND SAFETY

Operational Objectives

- Deliver evidence informed programs and services
- Build a quality improvement plan
- Foster occupational health and safety standards



Person-Centred Focus

As healthcare delivery in Ontario evolves to ensure a person centred focus supported by effective and efficient care delivery, the Windsor Essex Community Health Centre will continue to seek opportunities to improve services for clients. Offering a comprehensive care experience for clients, weCHC will move the delivery into the future, increasing leadership and organizational capacity to determine the needs of clients in innovative ways, ensuring that care is received in the most fitting way.

A key healthcare delivery partner in the Windsor Essex region, weCHC board of directors and leadership team understand the importance of working closely with local partners and is committed to creating a collaborative atmosphere in care design. With a strong history in delivering care to challenging populations, weCHC will continue to ensure that care offerings are accessible and equitable, serving the needs of a diverse clientele.

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NOTES



Teen Health
1361 Ouellette Ave.
Suite 101
Windsor, ON
P: 519.253.8481



Diabetes Wellness
2885 Lauzon Parkway
Suite 107
Windsor, ON
P: 519-997-2823



Street Health
711 Pelissier St.
Windsor, ON
P: 519.977.2824

NOTES



Leamington
33 Princess Ave.
Suite 450
Leamington, ON
P: 519.997.2828



Pickwick
2885 Lauzon Parkway
Suite 107
Windsor, ON
P: 519-997-2827



Sandwich
Head Office
3325 College Ave.
Windsor, ON
P: 519.258.6002

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