



# CMHA Champlain East Strategic Plan 2019 - 2022



## VALUES

Our values are articulated in the following statement which serve as a frame of reference to support and shape our work with clients, funders, partners and colleagues.

### Integrity:

We value honesty, professionalism and ethical behaviour.

### Excellence:

We offer quality services and develop relationships through education, innovation, and leading practices.

### Accessibility:

We recognize and value the richness of individual diversity; and strive to provide timely, appropriate and accessible services that respect the dignity and independence of individuals.

### Accountability:

We take appropriate measures to ensure services are delivered in a responsible and transparent manner.

### Person Centred Services:

We make operational decisions and provide mental health care and services that are respectful of individual preferences, needs and values.

## Strategic Directions & Goals



### ORGANIZATIONAL WELLNESS

Organizational wellness is promoted and supported across the Branch.



### QUALITY IMPROVEMENT

Quality services are provided throughout the Branch.



### OPERATIONS

Operating and programming funding needs are maintained.



### GOVERNANCE

Board of Directors operate from a best practice governance model.