

Our Core Values

Vision: Outstanding care—every person, every day

Mission: To deliver a seamless experience through the health system for people in our diverse communities, providing equitable access, individualized care coordination and quality health care

We are guided by the following values:

Caring and Empathy – Understanding our clients’ experience through their eyes

Leadership – Being passionate, proactive and creative leaders who are committed to transforming health care delivery for our clients

Excellence – Committing to the highest standards of professionalism and performance that produce outstanding results of lasting value

Social Responsibility – Promoting integrity, community development and just use of resources entrusted to us for the enhancement of human life and dignity

Human Dignity – Valuing each person as a unique individual with a right to be accepted and respected

We live our values through our behaviours and attitudes:

- I give clients the best possible experience.
- I build trust and keep commitments.
- I see a problem through to resolution, when I,m asked for help.

- I lead, I influence, I adapt, and I change.
- I find creative solutions to difficult problems.
- I pursue innovations, new ideas and best practices.
- I have fun and inspire others.

- I look for opportunities to make things better.
- I work as part of a team to deliver high quality services.
- I recognize and celebrate our successes.
- I strive for excellence by learning from my mistakes.

- I balance the needs of the individual and the collective.
- I help create a sense of community.
- I recognize that my work is in service to others.
- I make every dollar count.

- I respect our clients’ rights to make their own choices.
- I value and respect others and embrace our differences.
- I treat everyone equitably.
- I seek common solutions through dialogue and active listening.

When making decisions we consider:

Safety

What is the best option for client, caregiver and staff safety?

The Client Experience

What solution provides the best experience for the client or customer?

The Health Care System

What makes the most sense from a health system perspective?

Resource Management

What solution makes the best use of resources?