



Mission, Vision and Values

Everyone has what they need to live meaningful lives. To achieve their greatest potential – to inspire and support people to achieve the quality of life that they desire.

When you need support, wherever you are, there's someone.

Mutual Respect, Accountability, Integrity, Excellence and Innovation.



Our Intended Impact

Within 3 years, we will help Waterloo Wellington's individuals and families with complex mental health, addictions and developmental needs succeed in achieving and maintaining a 20% improvement in their overall health and wellbeing.

We will...

Be Leaders in Community Mental Health, Addictions and Developmental Care



- Providing team-based care = better outcomes for clients
- Creating clear client pathways to recovery and resiliency
- Always seeking new and better ways to deliver care

Measure and Evaluate Our Service Delivery



- Using data and client experience to inform improvements
- Reducing adverse events through continuous learning, performance monitoring and quality improvement
- Fostering a culture of learning and improvement among staff

Work with our Partners to Improve the Whole System



- Ensuring everyone has equitable access to care
- Integrating the client and family voice into everything that we do
- Using technology that enables collaborative care for clients

Develop a High-Performing Organization



- Fostering a workplace where staff have the tools, training and knowledge to succeed
- Creating capacity for innovation within the organization and care system
- Maintaining an organization where our people feel safe, valued and respected

Use Donations to Support CMHA WW's Intended Impact



- Increasing new sources of revenue to innovate and improve our programs and services
- Telling our story and ensuring donors know the power of their investment on the lives of the people we serve
- Allocating funds responsibly for greatest impact on CMHA WW priorities