



## 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.

# 2022-2024

## We will...

### Deliver excellent service



Ensure that all service is rooted in quality and evidence-based practice

Integrate the client and family voice into care delivery

Along with our community, design care to be culturally competent

### Measure quality and effectiveness



Use data and client experience to inform improvements

Foster a culture of learning and improvement among staff

Continue to reduce adverse events for clients, family and staff through continuous learning, performance monitoring and quality improvement

### Transform the healthcare experience for clients



Partner with provincial/regional Ontario Health Teams to meet local priorities

Advocate for principles of Justice, Equity, Diversity and Inclusion in healthcare system transformation

With our healthcare partners, design technology that enables seamless care for clients

### Maintain high performing teams



Retain and recruit the best talent

Continue to have the diversity of our community represented in CMHA WW staff

Maintain an organization where people feel safe, well, valued and respected

### Build the resources needed



Advocate for sustainable government funding

Strengthen donor and stakeholder relations by telling stories of the value we offer our community

Build spaces that are inclusive and welcoming for clients, families and staff