



CLIENT & COMMUNITY CONFIDENCE

GOAL

We have strong relationships with our partners and are trusted by our community

DIRECTION

1.1

Facilitate meaningful and trusting relationships with prioritized equity-deserving groups, specifically Black and Indigenous communities

1.2

Develop and adopt a partner engagement framework



PROGRAM EXCELLENCE

GOAL

Our public health programs are effective, grounded in evidence and equity

DIRECTION

2.1

Define what we do and do it well



EMPLOYEE ENGAGEMENT & LEARNING

GOAL

Our staff and leaders have the skills and capacity to do their jobs well, and their wellbeing is supported

DIRECTION

3.1

Develop and implement strategies to support staff mental health and wellbeing, including addressing systemic factors contributing to burn out

3.2

Develop and implement comprehensive training, learning and development, and professional development opportunities for staff and leaders



ORGANIZATIONAL EXCELLENCE

GOAL

We make effective decisions, and we do what we say we are going to do

DIRECTION

4.1

Clarify who makes decisions and how those decisions are made

4.2

Develop and initiate an organizational quality management system