

] PRIORITIES  
STRATEGIC  
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STRATEGIC ENABLERS ]



## Client Centred Care

We will provide seamless programs and services that are evidence-based and which reflect the input that our clients provide for program/service design, planning, delivery and evaluation.

Integrate and use internal and external information sources to guide needs-based planning and service delivery

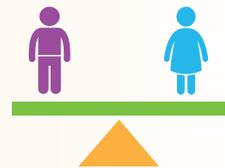
Implement seamless and universal intake and referral to facilitate service/system access and navigation

Implement strategies for clients to give meaningful input on policies/protocols and services/programs

Review, assess and enhance programs and services to ensure that they are safe, effective and meet client needs

## Equity

We will reduce gaps in services at Unison and work with our partners in the community to meet needs and achieve better health outcomes for our priority populations.



Enhance and increase mental health services and substance use supports available at Unison

Increase capacity of Unison to support LGBTQ+ clients and community members

Enhance programs and services for seniors with complex needs

Develop and implement an engagement strategy with/for youth experiencing barriers

## Stewardship and Optimization

We will improve health outcomes for clients and community members through responsible decision making and optimal use of our organizational resources.

Engage and enable staff to use skills and talents | Align agency resources to optimize effectiveness | Engage staff to co-create a great workplace

## Improvement and Change

We will continuously learn, improve and innovate in order to deliver the best quality services possible.

Use change management frameworks to improve our ability to undertake change

Use quality improvement frameworks to test, learn and adapt what we do

Use project management frameworks to undertake initiatives in a more systematic way

Over the coming five years our strategic priorities will focus on increasing access and improving outcomes for the following priority populations:



- People with mental health and addictions
- Seniors experiencing complex needs
- Youth experiencing barriers
- LGBTQ+ communities

## Vision

Healthy communities.

## Mission

Working together to deliver accessible and high quality health and community services that are integrated, respond to needs, build on strengths and inspire change.

## Values

Accountability  
Collaboration  
Equity