



Our Vision

"Healthy, thriving, and resilient people and communities."

Our Mission

"Together, through collaboration and connection we promote health and wellbeing, creating positive change across our communities.."

Our Values

"RCHS is **dedicated** to providing a **supportive** and **inclusive** community of care that encompasses **respect** and builds on **innovation**"

Model of Health and Wellbeing

RCHS is committed to the Model of Health and Wellbeing (MHWB) to guide the delivery of primary health care and is committed to service that is:

- Anti-oppressive and culturally safe
- Accessible
- Inter-professional, integrated and coordinated
- Community-governed
- Based on the social determinants of health
- Grounded in a community development approach
- Population and needs-based
- Accountable and efficient

Strategic Priorities 2026-2031

Advance diverse, equitable, inclusive, and compassionate care by collaborating with our communities and strengthening connected, people-centred services.

- **Embed equity, inclusion, and cultural safety across services:** Integrate equity-informed and culturally responsive practices into program design, policies, and staff training to better serve diverse and underserved populations.
- **Strengthen community voice and co-designing people-centered services:** Engage clients, caregivers, and community members in planning, evaluation, and improvement of services to ensure care is responsive to lived experience and local priorities.
- **Improve access through flexible and connected service delivery:** Expand flexible, outreach-based, and coordinated service models that reduce barriers and improve continuity of care across the lifespan.

Position the organization for strategic growth while remaining efficient, effective, and relevant.

- **Strengthen workforce wellbeing and retention:** Implement organization-wide strategies that support staff wellness, psychological safety, and work-life balance, with a focus on retention in hard-to-recruit roles.
- **Support efficiency and future-ready skills:** Invest in leadership development and continuous learning for all staff to ensure the organization is resilient and prepared for evolving community and system needs.
- **Align resources and structures to long-term sustainability and relevancy:** Optimize the use of technology for efficiency and effectiveness through commitment to innovation with a focus on digital health.

Expand and deepen partnerships and support systems integration to improve system-wide outcomes.

- **Strengthen strategic partnerships across health and social services:** Formalize and expand partnerships with primary care, hospitals, social services, Indigenous organizations, and community agencies to improve coordinated care.
- **Advance integrated care pathways and shared service models:** Collaborate with partners to co-design integrated pathways that reduce fragmentation and duplication, improve transitions, maximize capacity, and address priority population needs.
- **Leverage shared data, planning, and advocacy:** Use shared data, joint planning, and collective advocacy to influence system design and ensure community-based perspectives are reflected in regional and provincial decision-making.

Strategic Plan Development

Developing the Rideau Community Health Services 2021 - 2026 Strategic Plan

- In September 2025, the Board of Directors and staff launched a strategic planning process for Rideau Community Health Services.
- The organization facilitated many engagement sessions with staff, leadership, partners, community members / clients, and the Board of Directors.
- The goal of the strategic planning engagement sessions were to ensure the new strategic plan aligns with community needs, organizational values, and long-term sustainability.
- The final strategic plan for 2026-2031 was formally approved by the Board of Directors on April 14, 2026.

About Rideau Community Health Services

Rideau Community Health Services (RCHS) is in its 51st year as a non-profit, community-governed health and social service agency that provides comprehensive primary care, health promotion, and community services. RCHS works with community volunteers and partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville, and Lanark counties. The interdisciplinary teams are supported by a diverse administrative team to provide programs and services to clients and community members.

RCHS funding is provided by Ontario Health - East Region, the Ontario Ministry of Children, Community and Social Services and by the communities and people we serve.



Rideau Community
Health Services