

## About Rideau Community Health Services

Rideau Community Health Services (RCHS) is in its 47<sup>th</sup> year as a non-profit, community-governed community health centre that provides comprehensive primary care, health promotion and community development services. RCHS works with partners to provide integrated health and wellness services for various communities throughout Leeds, Grenville, and Lanark counties. An interdisciplinary team is supported by an administrative team providing primary care services for registered clients.

## Developing the Rideau Community Health Services 2021 – 2024 Strategic Plan

In January 2021, the Board of Directors and staff team launched a strategic planning process for Rideau Community Health Services. The organization formed a Strategic Planning Design Team. The goals for the strategic planning process were to:

- Deepen engagement with partners we currently have and new Ontario Health Teams partners
- Deepen conversations about RCHS focus on anti-racism, anti-oppression, and social inclusion
- Provide an opportunity to hear from as many people as possible
- Determine how to better work collaboratively with CHCs and other partners

## Rideau Community Health Services – Vision, Mission and Strategic Directions for 2021-2024

**Vision:** Working together building healthy communities.

**Mission:** We engage individuals, agencies, and partners to improve the health and wellbeing of our communities

## 2021 – 2024 Strategic Directions

### 1. Working Together to Improve Health and Wellbeing

- We will invest in and strengthen our community partnerships to improve the health of all members of our communities.
- We will advocate for enhanced services and programs to meet the needs of our communities.
- We will work with our partners on the Ontario Health Team to improve access to services in our communities.

### 2. Working Together to Support Innovation and Community Connection

- We will seek innovative ways to use technology to improve our use of data and electronic access to health services in Lanark, Leeds, and Grenville.
- We will communicate with community members and partners in different ways to deepen their connection with Rideau Community Health Services.

### 3. Working Together for Person- and Community-Centered Care

- We will ensure that programs and services delivered meet the needs of the individual, are focused on high quality and are equitable, inclusive, effective, and efficient.
- We will work with our community partners to ensure that individuals receive seamless access to services and the level and quality of services they need regardless of where they live in the communities.