



## 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