

2020 - 2024 Strategic Plan

Vision

Healthy, inclusive, vibrant and resilient communities in Western Ottawa.

Mission

The Western Ottawa Community Resource Centre promotes health, safety and wellness in our communities. We provide individuals and families with, and connect them to, community, social and health services across the region.

Guiding Beliefs

We have four core deeply held beliefs, which guide our approach to serving our community and are demonstrated through our day-to-day interactions with clients, partners, volunteers, members and staff.

- **Empowerment**
- **Partnership**
- **Equity**
- **Innovation**

Partnerships & Collaboration for Community Change

Solving complex issues together with communities, we are a trusted, active and leading partner.

- Partner for improved client outcomes and to strengthen health and social services through integration.
- Advocate for important community issues and initiatives.
- Further advance our presence and community profile.

Commitment to Service Excellence, Equity and Impact

Lead with the Client Voice, we deliver an exceptional client experience.

- Enhance equity, accessibility and quality of all services.
- Meaningfully engage clients and integrate client voice in our work.
- Demonstrate impact through data and evidence.

A Sustainable & Aligned Organization

We are a strong, effective and future-focused organization in service to community.

- Support and sustain an engaged, diverse and talented staff, management, volunteer and governance.
- Foster an environment and culture of where all are connected, engaged and informed.
- Seek opportunities and innovation to achieve long-term sustainability.
- Invest in comprehensive, integrated technology and infrastructure.