

MISSION	VISION
To offer primary health care, mental health care and community health services to enhance individual and community capacity.	Engaged and healthy communities

<b>VALUES</b>	<ul style="list-style-type: none"> <li>• Klinik remains rooted in our core value of <b>social justice for all</b>, recognizing that there are diverse needs and experiences for people who are most impacted by discrimination and oppression that must be addressed.</li> <li>• We are committed to providing safe, quality, holistic care that is <b>person-centred</b>.</li> <li>• We <b>value relationships</b> – with our colleagues, with our clients and within our communities.</li> <li>• We <b>value diversity</b> and promote equity, inclusion and accessibility. We strive to ensure that our organization and our work reflects and honours the communities we serve.</li> <li>• On our path towards Truth and Reconciliation, Klinik will work to <b>decolonize</b> systems and practices with cultural humility.</li> </ul>
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Just Care. *For Everyone.*

[www.klinik.mb.ca](http://www.klinik.mb.ca)

STRATEGIC DIRECTION	STRATEGIC PRIORITY	Key Performance Indicators (KPIs)
<p><i>Advance our work in Reconciliation, Decolonization and anti-oppression</i></p> <p><i>Become a more diverse and inclusive organization</i></p>	<p>Enhance relations with Indigenous members of our communities, listening and learning about Indigenous strengths and ways of knowing and being</p>	<p>Develop an organizational action plan that is rights based and outcomes driven</p> <p>Review our people management policies and processes including recruitment, hiring, onboarding, training, progression, retention and exit</p> <p>Klinik has a more diverse workforce, with an increase in people(s) who identify as Indigenous, Black, Person of Colour, 2SLGBTQ+ and/or with disabilities; and that this diversity is represented throughout all levels of the organization</p> <p>Increase and improve the experience of people(s) who identify as Indigenous, Black, Person of Colour, 2SLGBTQ+ and/or with disabilities to ensure they feel welcomed, a sense of belonging, safe and valued at Klinik.</p> <p>Develop and implement an accountability plan that incorporates a periodic report back to the communities we serve</p>
	<p>Work to dismantle discriminatory structures and practices to build a more inclusive organization</p>	
	<p>Co-design and implement anti-racist and anti-oppressive strategies with community</p>	
	<p>Work towards having a more equitable and diverse work force at all levels of our organization – our board, management, staff, learners and volunteers</p>	
<p><i>Enhance the experience of our clients and participants</i></p> <p><i>Expand capacity for programs and services and make them as accessible as possible</i></p>	<p>Enhance systems and processes to provide holistic, person-centred care and services</p>	<p>Improve client / participant satisfaction</p> <p>Increased client / participant and community engagement and demonstrated incorporation of their feedback into planning</p> <p>More clients served, and more clients / participants able to access service when needed (i.e. reduced wait times, increased referrals)</p> <p>Deeper community engagement and partnerships that are responsive to community needs</p> <p>Increased core, multi-year funding</p>
	<p>Improve access to culturally safe care and services</p>	
	<p>Increase responsiveness to the needs of people experiencing concerns with their physical and mental well-being</p>	