

We are pleased to present Klinik Community Health’s new Strategic Plan, which will guide our work from Jan 1, 2022 – Mar 31, 2026.

An essential part of this process was engagement with our broader community to help shape our work over the coming years. The Klinik Community Health Board and Management were responsible for the development of the Strategic Plan, with Praxis Consulting facilitating content development. We invited participation from funders, partners, neighborhood organizations, community members, clients and participants, and staff and volunteers. # Through the feedback during this process it became clear that while our Vision and Mission both remain relevant, our community felt it was time for us to refresh our Values. Our work will be centred in our journey towards Truth & Reconciliation and anti-oppression in all forms. Our tagline of **Just Care. For Everyone** has never been more critical. We will respect and uphold the rights of the people we serve. At the heart of this plan, and all of our work, is a reaffirmation of our commitment to Social Justice and the understanding that we cannot hope to achieve our Vision of Engaged and Healthy Communities until we collectively address the significant inequities that exist.

Klinik is grateful for the contributions of people that use our services, that live in our neighborhood, our staff and volunteers, and the broad range of community partners and funders that provided essential input into this plan. We would like to extend a special thank you to the three community members who administered the community-based surveys, and LITE Winnipeg for their grant that allowed us to compensate the community members for their important contributions. This work allowed us to receive feedback from 107 clients and community members from eight different locations. To read the results of the Client and Community Survey please follow this link: <https://files.constantcontact.com/9f79c8b5801/a6fb6bf9-db2e-4f86-ba32-4209df5da150.pdf>

We value your feedback and use that to improve our programs and services. If you would like to share your thoughts on the plan or regarding any of our programs and services please call us at 204-784-4018 or by emailing us at info@klinik.mb.ca.

Klinik Community Health is physically located on Treaty 1 territory and the homeland of the Metis Nation and provides services on Anishinaabe, Ininew, Anish-Ininew, Dene, and Dakota lands.

As a non-Indigenous organization, Klinik is committed to working toward solidarity and participating in actions that create changes to address systemic racism, patriarchy, heterosexism, cissexism, and the harms that stem from colonial systems and the resulting practices. We recognize the need to approach this work with humility and how essential it is that we seek support and accept direction from Indigenous peoples.

Primary to this work, we acknowledge that we are a part of a health service delivery model which contributes to ongoing power imbalances and health inequities that includes within it processes of colonization. In the spirit of reconciliation, we aim to respectfully engage in processes that work towards breaking down colonial structures and systems within which we work.

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

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