



## **MISSION STATEMENT**

Quest CHC provides primary healthcare services to individuals experiencing social, economic and cultural barriers while promoting wellness, community and social justice.

## **VISION STATEMENT**

A healthy and engaged community that participates, collaborates, celebrates and grows.

## **BELIEFS AND CORE VALUES**

Quest believes that all people have a right to be treated with dignity and respect, acknowledging that all forms of oppression including racism, sexism, ableism, heterosexism, ageism, classism and economic oppression impact the health and well-being of individuals and communities. Board and staff operationalize this belief by ensuring that all our actions are guided by the following core values:

### **Health Promotion**

The principle of health promotion will guide Quest operations, programs services and investments. Recognizing that wellness is more than the absence of disease, we support individuals, families and communities as they build an understanding of the determinants of health and develop skills to improve and maintain their health and well being.

### **Empowerment**

Quest will actively involve our clients in decisions about their own health and the health of their community as well as the design and delivery of our programs and services, working together to reduce the impact of systemic inequalities.

### **Accessibility**

Quest Community Health Centre will provide and promote equitable access to quality primary health care by delivering programs and services that are responsive to individual and community needs; implementing wait time



strategies that make the best use of resources and value client time; improving client capacity to access, understand and act on information related to good health; and minimizing other access barriers, including physical barriers, as they arise or are identified.

### **Accountability**

Quest will balance our accountability to clients and community, prudently using our resources while continually improving the quality of the services we offer through evidence-based practice, evaluation and research.

### **Harm Reduction**

Quest believes in the principles of harm reduction and will take a leadership and a facilitative role in working with individuals and communities to reduce the possible effects associated with various human behaviours including but not limited to substance use, and addictive behaviours. We will maintain an unbiased and humanistic view of the individual that focuses on the dignity of all our clients and their ability to make their own choices.

### **Sustainability**

Quest will plan and implement organizationally and financially sustainable practices and programs in order that our clients and our community will be successfully served.

### **Learning and Innovation**

Quest will encourage individual, team and organizational growth within an environment that builds on existing knowledge and skills, values critical thinking and open communication, explores and tests innovative practices, and supports sharing generously with others.

### **Holistic Practice and Collaboration**

Quest will use a holistic approach that takes into account the link between wellness and the social determinants of health; we will therefore work with health, education, housing, employment, social services, and other systems to plan and provide services and advocate for change.

### **Ecological and Environmental Responsibility**

Quest will promote policies and practices that reflect ecological stewardship and our responsibility for environmental well-being.