



# Three Corners Health Services Society

## 2014 Strategic Plan

## Introduction

For the past 14 years, Three Corners Health Services Society (TCHSS) has been an integral part of the health care system for the communities of Canoe Creek, Soda Creek and Williams Lake band in the Chilcotin region of British Columbia.

Since its establishment in 2000, many changes have occurred in the communities; the health care system, the health services funding, program arrangements, and more recently with the establishment of the First Nations Health Authority.

Combined with strong community leadership and dedicated staff there have been many successes to date and the organization continues to grow.

The Board of Directors and Senior Staff of TCHSS recognize and value the importance of ensuring they are at the forefront of the changes and are committed to the continuation of the Strategic plan work completed in 2008 and 2011 so they can work proactively to meet the communities needs.

## Vision Statement

*Working together, we will achieve healthy individuals and community wellness for our Secwepemc people.*

## Mission Statement

*To holistically address the Health care needs of our Secwepemc community members by incorporating traditional and contemporary practices.*

## Core Values

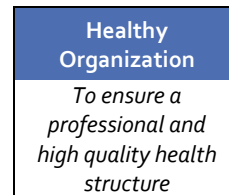
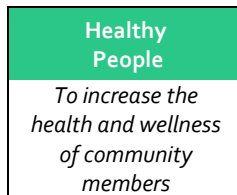
- **Integrity:** We are truthful and fair. We act with honor and professionalism so we can always be proud of what we are doing and we are accountable to communities.
- **Respect:** We respect ourselves and our communities. We value the individuality of each person and their ability and right to make their own choices.
- **Quality:** We will provide high quality services and programs and measure the outcomes in order to continually improve our ability to meet and exceed the needs of our community members.
- **Culture:** We will promote awareness and respect for the culture and traditional knowledge of the communities.
- **Balance:** We believe that the physical, spiritual, mental and emotional dimensions all contribute to wellbeing. We are committed to providing integrated programs and services through collaboration and partnerships.

## Organization Values

- **Caring & Sharing:** We will draw on our aboriginal traditions of caring for each other, reaching out and sharing what we have.
- **Appreciation:** We will express appreciation to individuals and communities.
- **Understanding:** We will listen attentively, ask questions and strive to understand the needs and interests of individuals and communities.
- **Community Driven:** We will be accountable to the communities we serve and will involve them in research, planning, decision making, programs, services delivery and evaluation.

## Strategic Directions

New to the plan are our Strategic Directions. These represent the areas that our organization continues to strive for excellence in all we do.




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### Healthy People

**Goal 1: To promote healthy movement and nutrition activities that includes our traditional ways.**

Strategy: Ensure that the communities are healthy and strong, from our infants to our elders.

Actions / Key Tasks (Healthy Living Program)

- Engage youth in prevention activities to provide healthy lifestyle knowledge.
- Increasing awareness and practice on healthy eating habits
- Incorporating physical fitness into new program objectives and priorities
- Expand falls prevention programs to families

**Goal 2: Focusing on our community members in providing prevention driven services**

Strategy: Increase independent community member participation and use of TCHSS programs and services.

Actions / Key Tasks (Holistic Wellness Program)

- Promoting alternative recreational activities to engage youth and parents
- Promoting men's health and wellness
- Strengthening group participation of 13-19 year old girls
- Teaching alternative coping strategies
- Provide affordable actives and events for youth and families to participate in.

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## **Healthy Community**

**Goal 1: Be a standard setter in collaborative working relationships that promote prevention activities in our communities.**

Strategy: Be active and vocal participants in directing the formation of new working partnerships and arrangements.

**Actions / Key Tasks**

- Support TCHSS representatives in their work to complete this
- Focus on prevention of mental health disorders and addictions through collaborations with other organizations.

**Goal 2: Provide frequent elder gatherings for cultural activities and knowledge sharing**

Strategy: Ensure Elders have access to programs and services that meet their needs.

**Actions / Key Tasks (Home and Community Care)**

- Ensure Elders health support needs are met in all communities
- Expanding inter-community elder gatherings
- Including youth in elder activities and fieldtrips
- Promoting Elders in Motion

**Goal 3: Decreasing intervention into families by providing long-term services and skills needed to keep families together in the community.**

Strategy: Developing program capacity and skills to provide families with early and continued services.

**Actions / Key Tasks (New Beginnings Program)**

- Increase youth participation and mentorship in programs
- Program capacity and skill building
- Decreasing intervention into families and removal of children
- Providing families access to services and program tools in community

**Goal 4: Develop experienced nursing staff that focuses on providing all services associated with nursing.**

Strategy: Partner with non-nursing staff for specific responsibilities to allow nursing staff to focus on providing nursing services to community.

**Actions / Key Tasks (Nursing Program)**

- Creating stable long term nursing relationships with communities
- Ensure Nurses activities meet the needs of all communities members
- Addictions, TB, Diabetes, Cancer, Elders, etc.
- Promote HIV/AIDS response materials and education by obtaining kits and advertise point of care testing
- Provide high quality care during pregnancy

**Goal 5: Build excellent first response capacity in each community to assist with responding to trauma/emergency situations.**

Strategy: to ensure that our communities are safe at all times even through crisis

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## **Healthy Organization**

**Goal 1: Strengthen our ability to provide quality-shared services between communities.**

Strategy: All our communities are equally important and our programs and services will be treated as such.

Actions / Key Tasks

- Plan and implement effective wellness programs responding to physical, spiritual, mental, and emotional needs.
- Collect accurate data and information to enhance program and service planning.
- Meet and maintain Accreditation and Standards
- ISO / Accreditation
- Work towards achieving the goals of the First Nations Health Blueprint in collaboration with the members of the tripartite group.

**Goal 2: Create long term staffing solutions.**

Strategy: to provide stable services to our communities with familiar faces that communities are comfortable with

Actions / Key Tasks

- Diversify communication methods, venues and approaches to recruitment.
- Focus recruitment efforts on community members and individuals with the ability to fit well with the communities.
- Advertise incentives and benefits of working for TCHSS in recruitment
- Identify causes for staff turnover.
- Exit Interviews
- Ensure the staffing needs are met and managed

**Goal 3: Ensure that TCHSS has the proper Facilities to accommodate present and future staffing and facility needs.**

Strategy: TCHSS will continue to grow as our communities do, we need to make sure we are built for the future.

Actions / Tasks

- Research options and pricing on renovating, purchasing, or building a new building
- Identify long term program and organizational facility needs by developing the below list:

**Goal 4: Increase participation in mentorship and skill development programs at TCHSS.**

Strategy: To ensure communities are aware of Health Career opportunities in our area.

Actions / Key Tasks

- Summer Student program developments
- Youth Awareness / Career Fairs
- Mentorship Programs (Elders, peers)

**Goal 5: Promote TCHSS programs and services to the community**

Strategy: To ensure Communities are fully aware of what TCHSS has to offer

Actions / Key Tasks

- Continue to communicate and share the Society's Vision, Values and Goals
- Ensure proper staffing is in place so proper communication and branding issues are met