

**OUR VISION:** *Healthy communities without poverty*

**OUR MISSION:** *Proactively enabling inclusive, healthy and prosperous communities within the District of Nipissing through a focus on prevention, innovation and accessible human services*

**EFFICIENCY**

**ONTARIO WORKS AND EMPLOYMENT**

- ◆ Advocate, enhance and align internal employment programming and initiatives with the economic needs of the District.
- ◆ Focus on client centered services that recognize the challenges and opportunities facing clients on their path to self-sufficiency through employment.
- ◆ Deliver seamless service that is effective, efficient and enhances opportunities for feedback.
- ◆ Strengthen human resources strategies to attract personnel with targeted qualifications. i.e. mental health/addictions and employment
- ◆ Re-align existing resources to find efficiencies and better meet the needs

**CHILDREN'S SERVICES**

- ◆ Enhance focus on quality assurance reviews and metrics
- ◆ Further develop system to increase childcare capacity that aligns with Ontario's vision for early years
- ◆ Enhance sector capacity with targeted professional development and training opportunities
- ◆ Lead partners with effective and efficient special needs services
- ◆ Advocate for provincial resources to expand opportunities to access fee subsidy and target employment supports for those with children

**EMERGENCY MEDICAL SERVICES**

- ◆ Enhance health care system coordination by growing the role of Community Paramedicine and the use of target paramedical skills. i.e. Using paramedic skills and time more proficiently during "down times" in rural areas
- ◆ Increase response time focus by training more Emergency First Response Teams in targeted areas - provide incentives and recognition.
- ◆ Enhance the outcomes of our highest risk, frequent users and most vulnerable patients that are linked to the hospital system i.e. check ins and innovative best practices
- ◆ Advocate with partners for desired system changes in EMS i.e. funding formula, Ambulance Act, regulations and patient standards
- ◆ Maintain Nipissing District EMS services that meet or exceed provincial quality standards.

**EFFECTIVENESS**

**HOUSING SERVICES**

- ◆ Become local experts on our legislated responsibilities; build knowledge and capacity with stakeholders by providing effective coaching, mentoring and training opportunities
- ◆ Facilitate, support and maintain the integrity of the social housing system with sensible program and financial performance
- ◆ Work with our partners to implement the 10 Year Housing and Homelessness Plan and continue to focus on homelessness prevention
- ◆ Maintain excellent service system obligations by delivering efficient and effective customer service
- ◆ Facilitate and assist NDHC with their long-term social housing regeneration and modernization plan

**CORPORATE SERVICES**

- ◆ Targeted investments in technology for enhanced district wide electronic customer service delivery models, resource utilization and corporate risk management.
- ◆ Increase employee engagement and organizational talent capacity with targeted training and long-term talent management profiling by department
- ◆ Enhanced communication and community engagement through the use various media forms to share timely information and drive effective client and stakeholder feedback.
- ◆ Develop sound metrics and data systems to measure results of decisions and strategies and to streamline existing processes. This includes enhanced performance data management reporting, organizational and financial alignment and advanced data analysis - to drive informed decision-making with long-term planning (20-years).
- ◆ Continue drive for efficiency by exploring opportunities for shared services

**EXCELLENCE**



Putting People First

Pro-Active

Collaboration

Empowerment

Innovation

FIVE CORE VALUES MAKE UP OUR FOUNDATION AND ARE APPLIED TO EVERYTHING WE DO