
 <b>Grand River Community Health Centre</b>	Main Folder: Board of Directors	Sub Folder: Programs and Services	Number: BD-PS-005	Document Type: Policy

Subject: Service Delivery Philosophy	Date Originally Issued: 09.19 Date Revised: Date Reviewed:
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**Policy:**

Grand River Community Health Centre (GRCHC) is committed to ensuring that all its programs and services are designed, implemented and evaluated in accordance with the Centre’s mission, vision and guiding principles.

This service delivery philosophy describes the values and principles of the organization at a variety of levels. They are intended to illustrate the ways in which GRCHC provides services, works as a team, governs and leads the organization.

Board, staff and volunteers are expected to clearly understand the philosophy of the organization and carry out their responsibilities in a manner that is consistent with the philosophy.

GRCHC has endorsed the Model of Health and Well-being which includes the following guiding principles:

- Highest quality health and well-being for people and communities
- Health equity and social justice
- Community vitality and belonging

The Board of Directors has also adopted the Health Equity Charter of the Alliance for Healthier Communities.

Service Delivery Philosophy

This Service Delivery Philosophy identifies and explains additional principles that capture the Centre’s commitments regarding service delivery.

**We believe:**

- in a holistic approach to health care which maximizes the quality of life as perceived by the client
- in delivering services in a way that maximizes equitable access to our clients
- in developing individualized services that respect the unique personal history, culture, values and goals of the client
- in engaging community members to shape the programs and services we deliver

- in the value of the interdisciplinary team which can provide a holistic and coordinated approach to care that addresses the social support and emotional needs, as well as the physical needs of the client
- that diversity of persons served is respected and efforts are made to accommodate their uniqueness
- that the strengths of the individual and their social support network and community contribute to good health and healing and must be part of any service plan
- that our clients deserve high quality services and care. The Centre will promote excellence in primary health care, health promotion and community development through opportunities for on-going learning and advancement of knowledge of the staff and a commitment to continuous quality improvement
- that the client should be actively involved in decisions that affect their health care and be provided with information to make choices that will best meet their needs, including the right to refuse or discontinue that service
- a person receiving service has the right to have their personal health information kept confidential according to the law
- all clients have the right to be informed about the procedure for initiating complaints, suggestions and comments
- that clients should be respected and supported when exercising their rights

#### **References:**

- BD-GOV-022 Diversity and Inclusion Policy
- GEN-011 Health Equity Policy
- BD-PS-001 Rights and Responsibilities of Clients, Staff and Volunteers
- CLI-020 Consent to Treatment
- Alliance for Healthier Communities Model of Health and Wellbeing, found in <https://www.allianceon.org/model-health-and-wellbeing>, September 2019
- Alliance for Healthier Communities Health Equity Charter, found in <https://www.allianceon.org/Health-Equity-Charter>, September 2019