



OUR VISION

A healthy, diverse and inclusive community for all

OUR MISSION

To support people and communities to enjoy the best possible health and well-being

OUR SERVICE PHILOSOPHY

We provide accessible, high-quality health and social services, paying particular attention to those facing systemic barriers to access because of their age, income, ability, sexual orientation or gender identity, and language or culture.

Our model of health combines the provision of low-barrier primary health care and mental health and addictions services with a wide range of ethno-specific programs and other health promotion and community development programs, with the goal of improving the social determinants of health for our clients and our community. As an organization, we are committed to providing care that is informed by an anti-racism, anti-oppression and trauma-based lens.

Somerset West Community Health Centre recognizes the rights of individuals to participate in decisions that promote their optimal well-being in a manner that is equitable and free of prejudice and discrimination. Mutual respect, honesty and trust are critical in our dealings with clients. We are committed to creating culturally safe and inclusive environments, where providers and clients work together to provide services that respect the diversity of cultures, values, beliefs, and socio-economic circumstances of our clients.

Our service philosophy is guided by our beliefs. We believe:

- Health equity is key to inclusive, healthy communities
- Diversity makes our community stronger
- We are all connected and Everyone Matters
- Health is a state of physical, mental, social and spiritual well-being
- Working in partnerships makes our impact more powerful
- We accept people without judgement and support them where they are at in their life, taking into consideration the whole context of their family, social support and community belonging
- In developing individualized services that respect the unique personal history, strengths, culture, values, beliefs, needs, preferences and goals of the client
- 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