

REACH Niagara Strategic Plan, 2023-2026

About REACH Niagara

REACH - Regional Essential Access to Connected Healthcare - Niagara provides a number of healthcare services, including ongoing primary care, select form assistance, connection to supports, counselling, harm reduction supplies, preventative care screening, system navigation, and referrals.

REACH Niagara clinics are operated with the support of community partners across the region. We provide clinics at several accessible locations across Niagara in the Mobile Health Clinic, powered by TELUS Health, operate a recuperative bed unit in partnership with Niagara Region, and coordinate Niagara's Safer Supply Program with several regional partners.



Mission

Together, with our community partners, we will provide compassionate care and reduce barriers to healthcare for the homeless and marginalized.



Vision

All individuals who are homeless or marginalized have equitable access to healthcare in the Niagara Region.

Values

Equity

We believe everyone has the right to equitable healthcare. We are passionate about serving the community.

Compassion

We treat all people with dignity, kindness and compassion.

Empathy

We are accepting and we do not judge. We meet people where they're at, building trust along the way.

Respect

We respect each other and everyone we encounter.

Collaboration

We are committed to working collaboratively with our providers, our staff, our partners and the people we serve.

Strategic Directions

1

Ensure sustainability across financials, human resources and operations.

2

Strengthen governance, accountability and transparency at the Board and Executive levels.

3

Achieve effective, streamlined and enhanced service delivery that continues to meet the needs of our community.

4

Enhance engagement with our healthcare providers* and staff.

5

Strengthen partnerships with relevant community, healthcare and government organizations.

Learn more about REACH Niagara by visiting www.reachniagara.com and follow us on social media.



* Healthcare providers at REACH include internal staff and in-kind staff from partner organizations.