

## VALUES



Access to high quality health care is a fundamental human right.



High quality health care has to be patient-centered, culturally competent and holistic.



Ageing is better accomplished at home.



Care at the end-of-life should be provided based on the beliefs and values of the patient being cared for.



Health care should be rendered regardless of age, socioeconomic status, race, nationality, sex, background, belief or circumstance.



The wellbeing of our staff and volunteers is as important as that of the patients we serve.

## VISION

We strive to be leaders of innovative multicultural care that empowers patients, caregivers and communities to live enjoyable lives.

## MISSION

To deliver inclusive, trusted and multicultural healthcare where care is needed, fostering autonomy, and quality of life for all members of our community.

# DIVERSITY and INCLUSION PLAN



## PATIENTS

We render services to anyone regardless of age, socioeconomic status, race, nationality, sex, background, belief or circumstance

- We offer linguistically and culturally competent services.
- We measure the demographic composition of our patients.

- We measure the effectiveness of our services by diversity categories.
- We create quality initiatives to decrease health disparities

## **Affirmative Action**

We value diversity and we will hire the best candidates while having representation of diverse backgrounds.

## **Value Diversity**

We provide training on:

- unconscious bias
- code switching
- microaggressions
- systemic racism

## **Inclusion**

- We ensure there is representation of minorities at all levels of the organization.
- We measure and promote belonging and group identification
- We measure and close payment gaps

## ORGANIZATION