

Our Commitment to You:

Improved health outcomes for newcomers, immigrants, refugees and people without status and their communities (those made vulnerable by systemic barriers and the social determinants of health are our high priority populations) via:

Strategic Priority 1

Level 1

- Ontario's health care system responds to our high priority populations

Level 2

- Clients and community experience increased and improved access and attachment to clinical care and community support through clear and connected processes and appropriate digital and communication resources

Strategic Priority 2

Level 1

- High-priority populations experience improved care and support

Level 2

- Clients and populations experience improved health and clinical results related to chronic disease and population specific conditions;
- Clients and populations experience improved health and clinical results related to mental and emotional health and wellness;

Strategic Priority 3

Level 1

- Health improved through social determinants

Level 2

- Clients and participants demonstrate increased knowledge, awareness and use of community resources and services;
- Clients and participants experience improved access to and use of services and resources related to precarious housing and employment;

Strategic Priority 4

Level 1

- Disparities faced by high priority communities reduced

Level 2

- Clients and community participants experience increased community engagement
- Clients and community participants experience reduced social isolation;
- Clients and community participants demonstrate increased skills related to self-care and self-management;