

**Vision:**

We envision creating a family centred care environment to provide quality health care to the people we serve.

**Mission:**

Our mission is to enhance the delivery of health care with the goal of improving the health and well-being of all patients we serve through a collaborative team approach in partnership with the patient and family.

**The FHT Guiding Principles/Values:**

To provide patients with:

Patient Centre care that includes patient:

- ▶ Respect and Inclusiveness;
- ▶ Supportive environments;
- ▶ Enabling environments;
- ▶ Empowerment; and
- ▶ A sense of belonging.

The Family Health Team staff will be:

- ▶ To treat each patient as if they truly matter;
- ▶ Appreciating diversity and accepting each patient for who they are;
- ▶ Transparent and accountable with patients;
- ▶ Creating a comfortable environment for patients to voice their own health care choices;
- ▶ Meeting them where they are in their present circumstances;
- ▶ Provide care that fosters respect and dignity.