



LAMP COMMUNITY HEALTH CENTRE

# STRATEGIC PLAN 2023-2026

# Message From the Executive Director and Board Chair



**KEDDIONE DIAS, Executive Director**



**RANIA SHUGGI, Board Chair**

LAMP Community Health Centre is thrilled to share with you our Strategic Plan 2023-2026!

Over the past three years, we have faced unforeseen challenges and embraced change to continue our support for the communities and families we are privileged to work with. Our Strategic Planning Committee, composed of LAMP Board Members, LAMP Staff, and representatives from our Community Advisory Committees in South Etobicoke and Mississauga, embarked on this robust strategic planning process with a focus on renewal and innovation.

We delved into understanding the value LAMP brings to our communities and the broader health system, and explored our history of reinventing ourselves as needed to address emerging and existing health needs. Careful consideration was given to how we might harness the strength and energy that has driven us for many years, to create a future that advances equitable health access and outcomes for all. During this period of renewal, we have reimagined our priorities as we work towards achieving the Vision, Mission, and Values that guide our approach to delivering care that truly matters to the communities we serve.

We extend our heartfelt gratitude to everyone who has contributed to the creation of our Strategic Plan 2023-2026. Our incredible staff, clients, volunteers, community members, partners, funders, and donors have shared their valuable insights, provided encouragement, and even challenged us to push our boundaries further. Your confidence, trust, and partnership remain integral to our ongoing success.

**Keddione Dias**  
*LAMP Executive Director*

**Rania Shuggi**  
*LAMP Board Chair*

# OUR VISION

Healthy, thriving communities for all.

# OUR MISSION

Delivering equitable, trusted care that enhances client and community well-being.



# OUR VALUES

## RESPECT

Your contribution and knowledge are valued here.

## COMPASSION

We see you, we hear you, we are here for you.

## ADVOCACY

Bringing our voices together for change.

## EQUITY

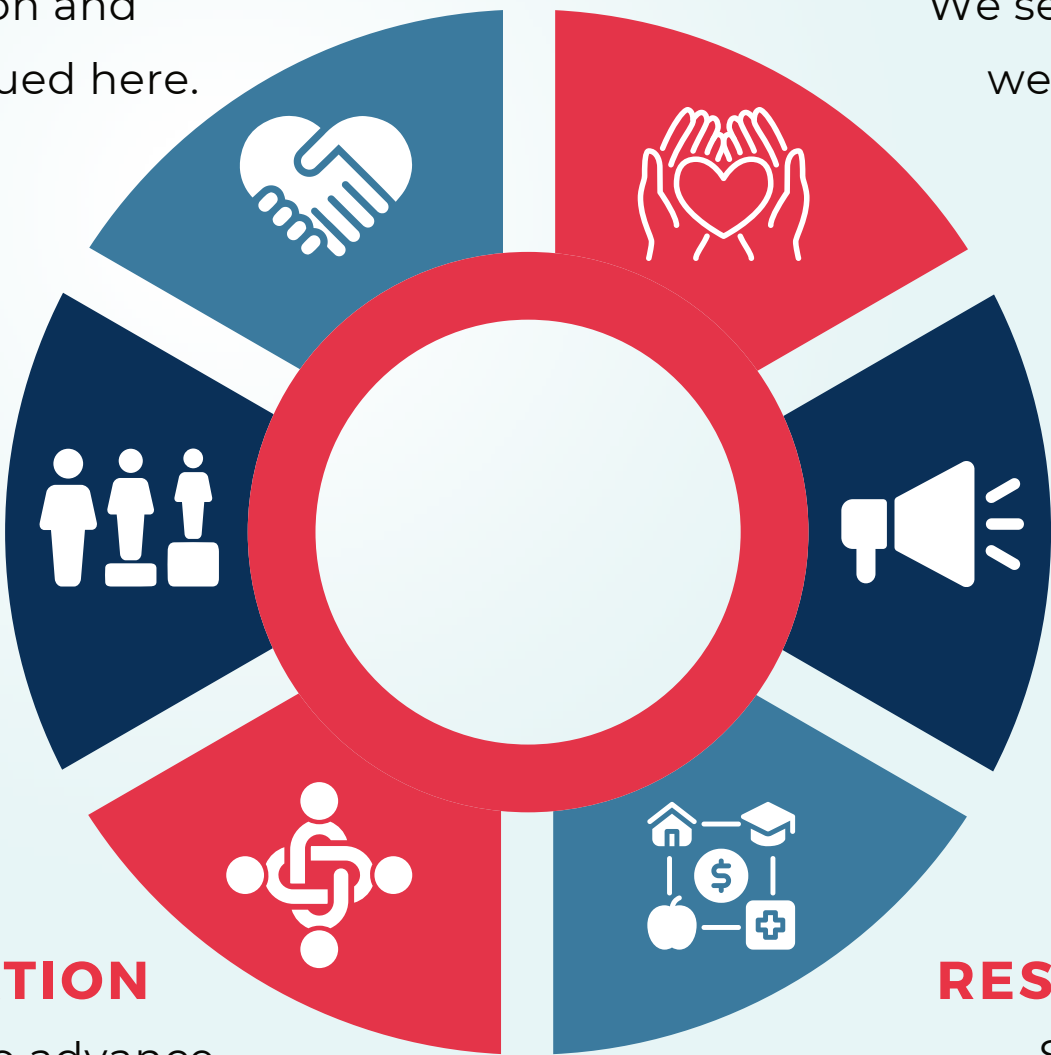
Serving in ways that put you first.

## COLLABORATION

Working with you to advance community health.

## RESPONSIVENESS

Supporting your changing needs.





# OUR ENGAGEMENT

**75**

Staff

**10**

Partners

**2**

Funders

**300+**

Annual Client  
Survey  
Responses



# OUR PRIORITIES

LAMP Community Health Centre is a non-profit charitable organization that provides integrated primary care and health promotion programs and services that support the health and well-being of individuals and communities. Our 2023-2026 Strategic Plan provides a thoughtful framework for identifying the initiatives that will allow us to deliver equitable and trusted care that builds healthy, thriving communities for all.







**Demonstrate service excellence by providing clients with high-quality, accessible, equity-informed care.**

**01**

Provide timely, evidence-based health and social services that address client needs, advance community well-being, and meet our service accountability agreements.

**02**

Embed data-driven insights into our practices to advance quality of care, achieve better health outcomes for clients, reduce health disparities and increase health equity.

**03**

Integrate evaluation, quality improvement, and data measures across programs and services that assess the impact of our work with a lens to increase organizational visibility in support of health equity across the broader health system.



# PRIORITY

# 2

**LAMP attracts, retains and motivates the best people by fostering a well-being and high-performance culture through a supportive environment that inspires learning and innovation.**

**01**

Strengthen LAMP's professional development system and increase utilization for skill refinement, embedding continuous learning and preparation for future advancement.

**02**

Take an active approach to support well-being that addresses the health of individuals, teams, and those we serve.

**03**

Create purpose-driven opportunities for innovation that inspire passion and growth.





# 3

**Advance health equity for all within LAMP communities and the broader health system, focusing on the following priority populations - Black, Indigenous, 2SLGBTQ+.**

**01**

Collaborate with community and systems partners to provide seamless access to equity-informed, integrated care that improves health outcomes.

**02**

Build capacity within LAMP, partners and communities we serve to advocate for health resources and social supports essential for people to thrive.

**03**

Commitment to capturing our clients' demographic profiles to understand service gaps better and provide better care.



# PRIORITY

# 4

**Increase organizational visibility and key stakeholders' understanding of the impact of the CHC Model of Care on the health outcomes of communities.**

**01**

Actively pursue new opportunities that improve access to care.

**02**

Increase awareness of the CHC model of care to key target audiences.

**03**

Develop fundraising capacity across LAMP.

**04**

Diversify funding to expand programs and services.



# ACKNOWLEDGEMENTS FROM THE BOARD OF DIRECTORS

LAMP Community Health Centre would like to thank all our partners in community health whose valuable input, insights, and encouragement have contributed to the plan that will shape our direction for the next three years. We sincerely appreciate the time you invested in supporting us throughout this process. LAMP has had the privilege of serving the communities we work with for over 46 years and we continue to be inspired and humbled with every opportunity to serve.

We look forward to collaborating with you to ensure the next three years guided by this Strategic Plan continue to be a source of inspiration for many years to come.

A special note of thanks to **Management Advisory Services (MAS)** for providing professional consulting services through-out our strategic planning process.

**LAMP Board of Directors**







## **LAMP COMMUNITY HEALTH CENTRE**

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Etobicoke, ON M8V 2Z5  
Phone: 416.252.6471



SCAN ME



VISIT US ONLINE!  
[LAMPCHC.ORG](http://LAMPCHC.ORG)

## **SATELLITE LOCATIONS**

### **EAST MISSISSAUGA COMMUNITY HEALTH CENTRE**

2555 Dixie Road, Unit 7  
Mississauga, ON L4Y 4C4  
Phone: 905.602.4082

### **AMONG FRIENDS**

2788 Lake Shore Blvd. West  
Etobicoke, ON M8V 1J7  
Phone: 416.251.8666

### **RATHBURN AREA YOUTH SPACE**

105-385 The West Mall  
Etobicoke, ON M9C 1E7  
Phone: 416-252-9701 Ext. 240

### **WEST TORONTO DIABETES EDUCATION PROGRAM**

365 Evans Ave. Unit 201  
Etobicoke, ON M8Z 1K2  
Phone: 416.252.1928