

OUR VISION FOR 2026-2028

# LESS BARRIERS. MORE OPPORTUNITIES.



VANIER  
**COMMUNITY  
SERVICES**  
CENTRE

## OUR MISSION

Proudly Francophone, the Centre facilitates the full development of our communities.

## OUR VALUES

### Act with **humanity**

Listen without judgement, show empathy and build meaningful human connections so that everyone feels recognized and valued.

### Embody **integrity** everyday

Act with honesty, rigour and respect to do what is right, not just what is easy.

### Demonstrate **courage** at all times

Have the courage to act, learn and continuously improve, even if it is difficult or uncomfortable..

### Co-build a shared future

Bring together our strengths, ideas and voices to truly make a difference.

## OUR STRATEGIC PRIORITIES

### NAVIGATION

Assess client needs, guide clients to the appropriate resources, and provide supports while coordinating partners and services to ensure a seamless experience for clients, staff and partners.

#### ACTIONS

- Enhance the client experience
- Optimize cross-sector collaboration
- Maximize referrals

### SPACES

Design, integrate and improve our spaces to make them welcoming, efficient and accessible, bringing services together under one roof to make each visit simpler and more human.

#### ACTIONS

- Optimize our spaces
- Operationalize the Vanier Hub
- Advance the capital project toward a “one roof” integrated service model

### INNOVATION

Foster a culture of experimentation and learning to modernize practices, in collaboration with the community and partners, with the goal of evolving service offerings as needs change.

#### ACTIONS

- Ensure continuous improvement of programs
- Diversify revenue sources
- Optimize volunteer resources
- Launch the Francophone community Health centre