



**CHIRS**  
**Community Head Injury Resource Services**  
**Strategic Plan 2020-2025 “At a Glance”**

**VISION:**

**TO BE LEADING-EDGE IN THE PROVISION OF EVIDENCE-BASED COMMUNITY AND CLIENT-CENTRED SERVICES IN THE FIELD OF ACQUIRED BRAIN INJURY**

**MISSION:**

**CHIRS EXISTS TO IMPROVE THE QUALITY OF LIFE FOR PERSONS LIVING WITH THE EFFECTS OF ACQUIRED BRAIN INJURY.**

**Supporting and Serving Communities:**

**| CLIENTS AND FAMILIES | PARTNERS IN HEALTHCARE | STAFF AND VOLUNTEERS | WIDER COMMUNITY |**

**With Values of:**

**| “PEOPLE FIRST” = DIVERSITY AND RESPECT | EXCELLENCE & QUALITY | INTEGRITY, ACCOUNTABILITY & ETHICAL CONDUCT |  
 | COLLABORATION, FLEXIBILITY, INNOVATION & ENTREPRENEURSHIP |**

**2020-25 Strategic Priorities**

**Goals to deliver strategy**

**Increase capacity of client services, including facilities**

- Support as many clients as effectively as possible through creative use of available resources.
- Identify and reduce barriers related to geography, wait times, unmet needs.
- Develop and enhance mutually beneficial partnerships.

**Continue to grow Centre of Excellence**

- Develop and promote Centre of Excellence within CHIRS and the broader community.
- Expand program evaluation to document and share outcomes.
- Expand size and scope of clinical team.

**Strengthen Financial Capacity**

- Maximize government and other funding through increased external initiatives and internal savings.
- Create supports for “fee-for-service” (FFS) systems to increase FFS revenue by 50%.
- Develop Board-initiated fund-raising strategies to increase revenue.

**Quality, Operational and Organizational Effectiveness:**

**| SAFETY AND WELLNESS | CLIENT SATISFACTION | STAFF ENGAGEMENT | STRONG INFRASTRUCTURE  
 | ADAPTABILITY & NIMBLENESS | RESPONSIBLE FINANCIAL MANAGEMENT | SOUND GOVERNANCE**