

CENTRE DE LA FAMILLE VALCARTIER

STRATEGIC PLANNING
2019-2022
ABRIDGED VERSION



Centre
Famille
Valcartier

INTRODUCTION

This document presents the strategic planning of the Valcartier Family Center (VFC) for the years 2019-2022. This exercise is essential in the context of the evolving needs of military families with regards to the nature of military operations in recent years and those to come with the increase in the clientele of the VFC.

The VFC has reached a leading position in the military and civilian sector in the area of services to military families. Efforts will be made over the next few years to preserve the place of families, consolidate services and publicize the VFC for all family files in its field of action.

OUR MISSION

The Valcartier Family Centre is a non-profit organization, governed by military families, that welcomes and accompanies individuals and their families, while recognizing their unique experience, from the moment they join the military community and during various transitions in their lives.

OUR VISION

The Valcartier Family Centre is an organization recognized by the military and civilian communities for its warm welcome, its expertise, and its innovative services focused on the needs of military families. The Valcartier Family Centre contributes to the well-being of the military community thanks to a caring, passionate team, as well as a network of active and involved partners.



OUR VALUES

Autonomy

The ability to act freely, to meet one's needs, to make and take responsibility for one's decisions, while taking into account the physical, emotional, social, spiritual, and cultural uniqueness of each individual and the environment in which they are evolving.

Transparency

Complete accessibility to information in all fields related to the operations of the organization, as long as the confidentiality of individuals and organizations is respected. The Valcartier Family Centre shows transparency in every aspect of its management and decision-making process. It respects the standards generally recognized in the field of management regarding the way it accounts for its actions.

A Caring Culture

Consideration for individuals, relationships, the environment and resources. This means cooperating with others, bringing out the best in each person, being focused on others and on the mission, being compassionate, treating others with respect and showing gratitude.

Innovation

The VFC, guided by its vision, studies, researches, and constantly introduces new ways of working in order to improve its services and develop new practices.

Fairness

The Valcartier Family Centre is fair to its clients, employees, volunteers and partners. As such, it favours an appropriate treatment according to each situation.



IDENTIFIED CHALLENGES

Governance

Services offered

Representations of family needs

Infrastructures

Recruitment and retention

GOVERNANCE

Strategic directions

Maintain high standards of governance.

Promote and facilitate accessibility to the governance.

Maintain a solid partnership with the local leadership of the Canadian Armed Forces for the implementation of the new governance model.

Preserve the independence and management autonomy of the board of directors.

Protect the interests of families.



SERVICES OFFERED

Strategic directions

Promote the offer of services to the community.
Facilitate accessibility to services in the territory served.
Modernize services according to diversity, new generations, factors that contribute to the well-being and family resilience.

REPRESENTATIONS



OF FAMILY NEEDS

Strategic directions

Raise awareness to the authorities on the particularities of the military community.
Facilitate family mobility and integration.
Foster ministerial commitment through funding or the provision of services through their official programs or any new programs.

INFRASTRUCTURES

Strategic directions

Obtain adequate infrastructures, permanent and exclusive to VFC to meet the family needs.

Respond to the impacts of relocation in temporary buildings.

RECRUITMENT AND



RETENTION

Strategic directions

Consolidate the culture of care.

Implement the succession plan.

Increase professional development.

Modernize policies and procedures for HR management.

Develop the “employer” brand in the context of a labor shortage.