



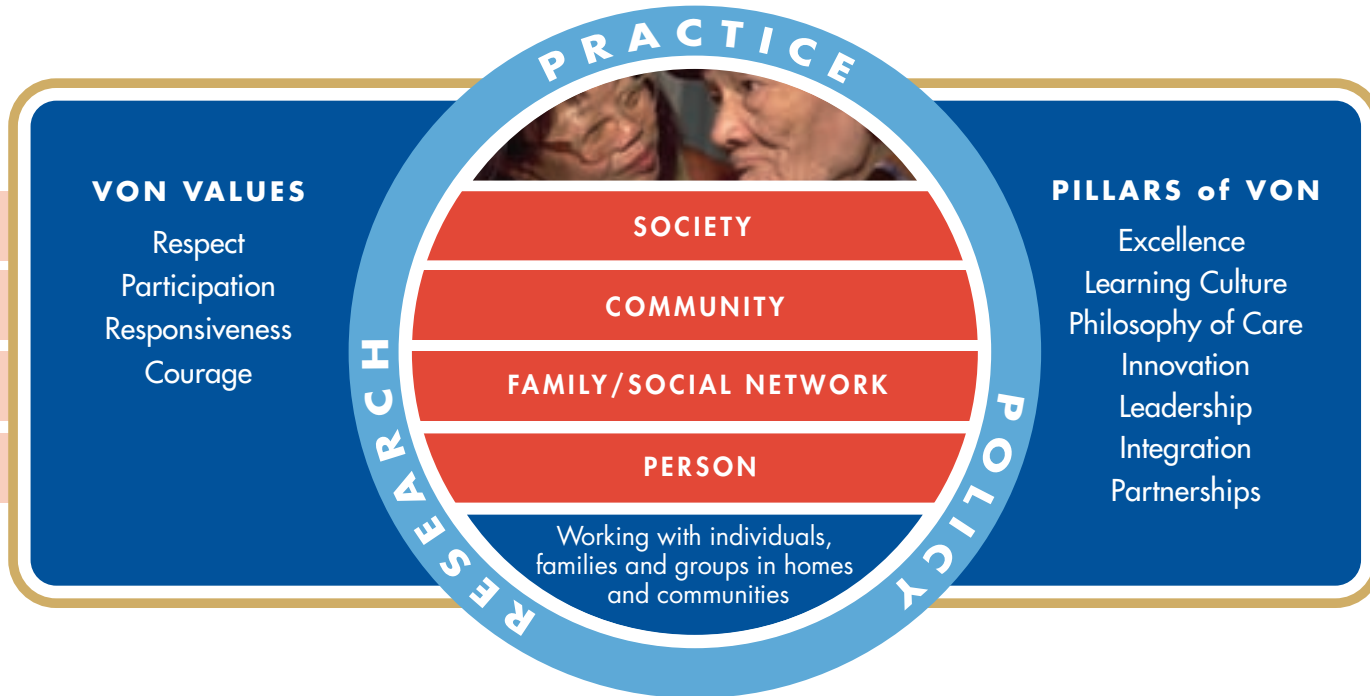
Touching lives since 1897  
Au cœur de la vie depuis 1897

# VON Care and Service Model

## HEALTH AND SERVICE IMPERATIVES

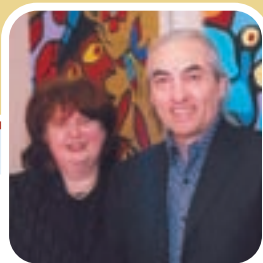
VON will be Canada's leading charitable organization addressing community health and social needs.  
**POPULATION HEALTH, COMMUNITY HEALTH, DETERMINANTS OF HEALTH**

### VON CARE AND SERVICE



### OUTCOMES

Healthy public policy through research, voice, influence and impact.



Positive health and social outcomes for individuals, families, communities and society.



Effective partnerships with clients, caregivers, families, the care and service team, communities, funders and governments.



**VON's model of care and service shapes the actions of thousands of VON staff and volunteers** touching the lives of millions of Canadians. The model of care and services places the client, caregiver, and family at the centre of care and decision making supported by the interdisciplinary team. Whether in the home or community, with individuals, families or groups, members of the VON team take a leadership role in forming partnerships with clients and other stakeholders to promote optimal health, increase capacity and impact public policy.

**VON works within the existing healthcare, economic, and political environments** constantly striving to inform, influence and impact change. Recognizing the many determinants of health, VON achieves outcomes through a variety of not for profit and charitable programs and services, that reflect both client-centred and population health approaches.

**VON is characterized by a learning culture** which aims for excellence, innovation and integration. Research and evidence is used to inform practice and organizational decision making and to proactively influence policy at the organizational and health system levels.

**VON's success is based on a proud history of service** to Canadians, and people who are passionate about its philosophy, mission, values and strategic vision for the future.