



**Our Mission:** To improve the lives of Nova Scotians by delivering quality audiology and speech-language pathology services.

**Our Vision:** Every person deserves a voice. Every voice deserves to be heard.

**Our Values:** Foundational to HSNS core values is our commitment to honour the cultural heritage and diversity of our communities, always doing our best to promote equity, accessibility, and inclusion in all that we do.



# Strategic Plan 2024



## Our strategic goals

- People get the meaningful high-quality safe services they need
- Our client and partner voices are heard and inspire us in everything we do
- Our empowered and supported staff are our biggest advocates
- Nova Scotians know we are their number one resource for hearing and speech

## Our three strategic directions for growth

### ACCESSIBILITY

1. HSNS sites, services and information meet provincial accessibility and safety standards.
2. Patient/Family Centred Care is guided by principles of Equity, Diversity and Inclusion (EDI).
3. Information technology is enhanced to provide accessible HR processes and supports.

### COMMUNICATION

1. A range of communication strategies meets the needs of our internal and external stakeholders.
2. HSNS clients/patients, families, staff and partners frequently share their experience stories.
3. The HSNS brand is promoted across all communications, services, activities and products.

### ENGAGEMENT

1. Our HSNS strategy builds on professional and leadership development for all staff.
2. Participatory decision-making is used for internal and external stakeholder collaboration.
3. Our HR strategy promotes recruitment, retention, engagement and a supportive workplace culture.