

# Gerstein Crisis Centre



## Strategic Plan Summary 2026 - 2031



### Our Mission

We provide accessible, community-based crisis & recovery support guided by lived experience & grounded in dignity, equity, & choice.

### Our Vision

Communities where every person belongs & can access support, respect, & autonomy to shape their life, free from stigma, discrimination, & systemic barriers.

### Our Approach

We offer an anti-oppressive, community-based & trauma-informed approach to crisis & recovery. Grounded in lived expertise & self-determination, our approach respects individuals' autonomy & ability to define their own identities, experiences, and goals.

### Our Values

Autonomy, Strength-Based, Diversity of Perspectives, Collaboration, Anti-Racism & Anti-Oppression, Safety & Wellbeing, Community

## Strategic Directions:



### Strengthen Our Core:

Keep services accessible & person-led; support staff with healthy workloads, supervision, learning, & equity-centred practice; & make progress transparent through clear measures.



### Achieve System-Wide Impact:

Share & evaluate our model; deepen reciprocal partnerships; & help shape a compassionate, rights-based, accessible, community-rooted mental-health system.



### Priority 1: Foster a Resilient, Connected, and Supported Team

- ▶ Maintaining a healthy, inclusive, psychologically safe workplace;
- ▶ Aligning staffing & workload; strengthening supervision, recognition, & learning; embedding equity & reconciliation; & developing leaders & succession planning.



### Priority 2: Lead With Equity and Centre Lived Experience

- ▶ Integrating equity & reconciliation principles in governance, leadership & service design; centering lived/living expertise in decisions.
- ▶ Using plain language & culturally safe approaches; deepening reciprocal partnerships; & expanding timely access to low-barrier, high-quality supports.



### Priority 3: Stabilize and Evolve Infrastructure

- ▶ Simplifying & strengthening HR, finance, scheduling, & technology; clarifying roles & policies;
- ▶ Stewarding finances with strong oversight; & building data & digital capacity for learning, improvement, & transparent impact.



### Priority 4: Advance the Model and Shape Crisis Care

- ▶ Documenting & evaluating our approach;
- ▶ Sharing training & knowledge to support others; & advocating for policies & investments that expand compassionate, community-based responses.

Read the full Strategic Plan at: [www.gersteincentre.org](http://www.gersteincentre.org)