

# NORTH RENFREW LONG-TERM CARE CENTRE INC. STRATEGIC PLAN

2017–2020



**MISSION STATEMENT** – North Renfrew Long-Term Care Services Inc. is committed to supporting people to achieve the best possible quality of life by focussing on the individual choices of residents/clients and their families.

**VALUES** – A Home-Like Environment; Respect; Charitable and Caring Philosophy; Volunteerism; Flexibility and Innovation; Excellence; Sustainability; Community; Openness

**VISION STATEMENT** – North Renfrew Long-Term Care Services Inc. will continue to strive to be a model of excellence in resident/client-focussed care and to share our knowledge and experience with others.

## STRATEGIC DIRECTIONS

Quality Care and Service Delivery

Recruitment, Retention and Development of Human Resources

Integration Opportunities

Financial Responsibility

## STRATEGIC OBJECTIVES

- Promote continual improvement
- Minimize, correct and/or eliminate non-compliance with the Long-Term Care Act
- Confirm all building systems are working adequately

- Hire a new administrator
- Ensure adequate staffing levels
- Ensure adequate volunteer levels

- Support an age-friendly community
- Actively seek out integration opportunities to maximize efficiencies

- Maintain balanced budget
- Raise awareness of funding shortfalls within community and among stakeholders
- Actively explore fundraising opportunities within current [or existing] resources

## MEASURES

- Resident experience score of 95% or higher annually
- Positive results on community satisfaction survey
- Fewer than 5 non-compliance notices per inspection
- Building and systems are maintained

- New administrator in place by 2020
- Service minimums are maintained as per the LHIN accountability agreement

- Follow direction of community based on feedback given to the corporation
- Integration opportunities are facilitated

- Year-end budgets of \$0 in compliance with LHIN accountability agreements
- Financial donation levels are maintained or increased annually