Seniors Services
Strategic Plan 2024-2029

Advancing Health Services' North Star:
Community for Life - Building a Healthier Community Together

Vision

Individuals receive person-centred, innovative, integrated care, and support that enhances their quality of life.

Mission

To provide compassionate, loving, and respectful care that is individualized for everyone we serve.



Strategic Goals

Cultivate a resilient and empowered workforce	Deliver person-centred care that honours individual needs and preferences	Facilitate integrated care through purposeful internal and external collaborations

Seniors Services Strategic Plan

Summary of 2024/2025 Initiatives

		Complete	On track	Modified
Cultivate a Resilient and Empowered Workforce 	Source and plan an optimal cultural competence learning to establish a greater understanding and appreciation of diverse backgrounds and perspectives	✓		
	Identify optimal strategies to reinforce all-employees' inclusion training and clarify expectations to discontinue exclusionary behaviours	✓		
	Incorporate components of psychological health, well-being and safety into the existing Seniors Services learning program, which will include education, training and tools to foster a psychologically healthy and safe workplace culture	✓		
	Work with Health Strategy, Planning, and Partnerships to bolster the volunteer service program for Long Term Care (LTC) and Seniors Services Development (SSD)		✓	
Deliver Person-Centred Care 	Plan and execute certifications and recertifications with Meaningful Care Matters to reinforce and sustain emotion-based care across all the LTC homes	✓		
	Adult Day Services to develop and rollout plans for the formal adoption of emotion-based care	✓		
	Plan and implement training and use of diagnostic equipment across all LTC homes to minimize unnecessary transfers to hospitals	✓		
Facilitate Integrated Care 	Assess the current interconnections in the work between LTC and SSD		✓	
	Engage in integrated advocacy for Seniors Services		✓	
	Identify partnership opportunities between Peel Living, Housing, and Seniors Services		✓	
	Align and contribute to Ontario Health Teams strategic planning and home modernization initiatives		✓	
	Create a plan for the Wilson Lands development	✓		