Seniors Services Strategic Plan Huddle Tool

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

Peel Region

Seniors Services Strategic Plan

Summary of 2025/26 Initiatives

		Complete	On track	Modified
Cultivate a Resilient and Empowered Workforce	Conduct a pilot for cultural competence learning to establish greater understanding of the concept of belonging, including an appreciation of diverse backgrounds, perspectives, and strategies to foster an inclusive and respectful workplace and analyze the impact to inform future training	✓		
	Facilitate learning programs and launch resilience tools to address psychological health, well-being and safety culture, burnout, and compassion fatigue	✓		
	Bolster the volunteer service programs across Long Term Care (LTC) and Seniors Services Development (SSD) to facilitate/enhance service goals		✓	
	Co-create and implement a succession plan with Human Resources		✓	
	Design and facilitate leadership development programs to upskill people leaders on effective management and leadership skills		✓	
	Develop and implement effective strategies to increase leadership visibility and establish an evaluation process to measure the impact over time			✓
Deliver Person-Centred Care	Design strategies to spread emotion-based care beyond the designated LTC Butterfly home areas to support equity		✓	
	Evaluate the effectiveness of emotion-based care on residents' quality of life using empirical evidence	✓		
Facilitate Integrated Care	Deploy the insights from the assessment of interconnections in the work between LTC and SSD, to ensure optimal integration between the two divisions		✓	
	Explore and establish regular engagement strategies with unions	✓		
	Advance the planning for integrated health and community services for the Wilson Lands		✓	
	Operationalize the pilot of the Thrive program at the Seniors Health and Wellness Village at Peel Manor	✓		