Menno Place 3 Year Strategic Framework: January 2015 – December 2017 – UPDATED JANUARY 26, 2017

Lens

Seeing the Issues of Aging through a Christian Perspective which includes respecting the sanctity of life

Vision

Providing quality care and quality of life in a compassionate Christian environment

Mission

To reflect God's love by providing facilities and services that express our commitment to excellent care and enable residents* to live with hope and dignity

Values

- Stewardship
- Excellence
- Respect
- Values-Driven
- Innovation
- Compassion
- Encouragement

Drivers

- Leadership
- People
- Service
- Quality
- Safety
- Sustainability

Goals

1. Provide excellence in care and services
2. Provide support for residents, family and staff to live with hope and dignity
3. Promote ongoing development of the campus of care
4. Promote and foster a quality workplace
5. Ensure operational viability

Objectives

1.1 >80% satisfaction for all indicators in Resident and Tenant Satisfaction Surveys
- IL & AL satisfaction with activities – 01/2019
- AL – satisfaction with dining experience – 01/2019
- CC satisfaction with home-like environment – ongoing
- CC satisfaction with dining experience - ongoing

1.2 Achieve a minimum Accreditation status of Commendation – 10/2018

2.1 Educate 100% of Leadership and introduce person-centred care to staff – 12/2017

2.2 Identify and implement 3 projects re person-directed care. – 12/2017

2.3 Develop an innovative transitions program to enhance the resident experience – 12/2017

3.1 Expand support to residents in the supportive living program – 12/2017

3.2 Expand social work support to campus – 12/2017

3.3 Provide education on Advanced Care Planning for Apartment residents – 12/2017

4.1 Decrease average sick time to meet or exceed FH goal of 5% sick time percentage across campus – 12/2017

4.2 Reduce OT for care aides in summer months by 50% from previous year across campus – 12/2017

4.3 Every staff member to complete one Surge Learning module every year - ongoing

4.4 COR certification – 04/2017

4.5 Create and implement Psychological Health Policy 01/2018

5.1 Identify ways to achieve $205 per diem for rebuild

5.2 Identify cost to build chapel/multi-purpose room and implement fundraising program specifically for this project

5.3 Identify 4 planned donation targets for 2017

* Definition of Resident: all individuals living at Menno Place in complex care, assisted living and independent living