	WICHIIOTI	ace 3 Tear Strategic Transework. Jai	Tudi y 2013 December 2017 Wie	20, 2013 ( Illa)			
Lens	Seeing the Issues of Aging through a Christian Perspective						
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 Exc	cellence Respect	Values-Driven	Innovation	Compassion	Encouragement	
Drivers	Leadership	People	Service Qu	uality	Safety	Sustainability	
Goals	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 car		ster a quality 5. E	Ensure operational viability	
Objectives	1.1 >80% satisfaction for all indicators in Resident and Tenant Satisfaction Surveys (CC) - 01/2016 (IL & AL) - 01/2017 - CC, IL & AL activity program - CC & AL satisfaction with dining experience - CC satisfaction with OT/PT - CC satisfaction with home-like environment	2.1 Educate staff and identify opportunities to apply person-centred care -12/2016  2.2 Explore with the Board the opportunity to develop a specialty area to be promoted as a Centre of Excellence - 01/2016  2.3 Positive feedback re move-in process – 1/2016	3.1 Advance positive reputation by publishing articles annually  3.2 Build and develop community partnerships – identify 3 new partnerships - 12/2015  3.3 Identify and recommend 2 new opportunities for aging in place in independent and assisted	4.2 Decrease overs 10% in Home a - 12/2015  4.3 Provide opport promote life lo - ongoing	time by nd Hospital 5.2 tunities to ong learning 5.3	Reduce Hospital deficit by \$300K – 03/2017  Reduce carbon footprint by 20% by implementing electronic file system - 12/2015  Develop and implement Board-driven fundraising program -\$100K annually	
	1.2 Achieve a minimum Accreditation status of Commendation – 10/2017	2.4 Design an environment that supports hope and	living - annually	4.4 Decrease numl time loss work injuries by 10%	related 5.4	Manage number of staff on LTD	

dignity