Menno Place 3 Year Strategic Framework: January 2018 – December 2020 -updated Sept 27, 2018

Lens	Seeing the Issues of Aging through a Christian Perspective which includes respecting the sanctity of life				
Vision	TO BE A GLOBAL LEADER IN GERIATRIC SERVICES by providing quality care and life in a compassionate Christian environment				
Mission	To reflect God's love by providing facilities and services that express our commitment to excellent resident and family-centred care and enable residents* to live with hope and dignity				
Values	Stewardship	Excellence Respect	Value Sanctity of Life	Innovation	Encouragement
Drivers	Leadership	People	Service Quality	Safety	Sustainability
Goals	Provide excellence in care and services	2. Provide support for residents 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	Improvement Programs to meet or exceed FHA targets 1.2 Implement program to increase bathing to twice per week Experie Program RC qu (8 we Targe Devel back s relatio Devel family famili month	 2.1 Implement Resident Experience Quality Improvement Program RC quality of move-in experience (8 week/6month/year intervals Target zero complaints to FHA Develop family & resident feed- 	3.1 Optimize ability of residents to age in place	4.1 Health Human Resources succession planning and recruitment for new build	5.1 Decrease vacant bed and suite turnaround time
			3.2 Provide education Advanced Care planning for Apartment residents	4.2 Maintain COR annual of an integrate of an	5.2 Complete implementation of an integrated health record
		 back system to support relationship for first year Develop engagement process for family after person passes. All families are contacted within 3 months of passing Develop a resident experience 	3.4 Develop plan for movement of services in wings that will be demolished		5.3 Identify cost to building chapel/multi-purpose room and implement fundraising program specifically for this project
		program 2.2 Introduce technology for residents & families to enhance their living experience	3.5 Review business model of apartment services (current vs. market)		