



STRATEGIC PLAN 2023-2026

MISSION

NRLTCSI provides care and services to persons to live their lives fully, directed by their individual choices, in a home-like environment. We provide long-term care, assisted living, and community support services. We nurture a sense of community, where friends and family are welcomed.

VISION

NRLTCSI is a caring community where a person can experience exceptional care and service and feel they matter, every day.

VALUES

Community

We cultivate a welcoming and trusting community that encourages involvement and volunteers, fosters partnerships and supports relationships.

Respect

We treat everyone with kindness, compassion, dignity and appreciation.

Stewardship

We demonstrate responsibility and accountability for our decisions.

Quality and Safety

We inspire excellence and champion safety and wellness for all persons.

Growth

We promote learning, recognize potential and are open to change.

PRIORITIES

- Deliver excellent services and create high quality experiences for those we care for and serve.
- Achieve competency in health, safety and wellness.
- Enhance human capacity to maintain excellence in both governance and operations now and in future.
- Continue to meet financial responsibilities.
- Strengthen internal and external communications and connect NRTL TCSI with the wider community.

SUCCESS

- Recruit and retain quality staff to support excellence now and in the future.
- Continue to provide high quality programs and services that respond to the changing needs of the community.
- Encourage a sense of belonging by maintaining a home-like atmosphere that provides warmth and support.
- Successfully complete resident directed and compliance-related projects.
- Demonstrate community leadership by being involved in regional and provincial organizations in the long-term care and service sectors.
- Balance year-end budgets in compliance with Ontario Health.
- Demonstrate accountability by acting responsibly with our resources.

MEASURES AND REPORTING TO BOARD:

Quality Care and Service Delivery

Resident/Client Experience Surveys achieve 95% or higher (reported annually).

Community Support Services meet agency minimal service targets (reported annually).

0 AMPS (administrative monetary penalties) notices post inspections (reported after inspections).

Safe and Secure Home regulations are met annually (reported quarterly).

Policies and Procedures that promote a high level of safety for residents, clients, caregivers, staff and volunteers are reviewed and approved regularly (reported monthly).

Recruitment, Retention and Development of Human Resources

Succession plans in place for key positions by 2024 June 30 (reported quarterly).

100% of staff recruited meet the FLTCA (Fixing Long-Term Care Act) and regulations for skilled workers (reported quarterly).

Staff Recognition, Health and Wellness Program developed by December 31, 2024 with staff satisfaction showing improvement by 10% per quarter thereafter (reported quarterly).

Commitment to build the capacity throughout the Corporation about health equity through knowledge transfer, education, and training demonstrated by reaching annual goals as set within the Equity Plan.

Integration Opportunities

Collaborate with the OVOHT (Ottawa Valley Ontario Health Team) and actively participate in enabler groups and committees (reported quarterly).

Collaborate with community partners and other long-term care organizations to address challenges that impact the long-term care sector (reported quarterly).

Financial Responsibility

Ministry of Health and Ministry of Long-Term Care Funding Allocations meet Board approved budgets (reported annually).

Monthly Financial Reports identify spending over/under 10% (reported monthly).

With input from OHT participation, external partners and the community, Capital Plan submitted to the Board for approval by 2024 June 30, with future decisions made according to the approved plan (reported monthly).

Complete HVAC project on schedule (December 2024) and within budget (reported monthly).

Oversee and maintain a responsible investment portfolio that will provide appropriate funding for future opportunities, requirements and emergencies (reported quarterly).

The North Renfrew Long Term Care Services Inc. three-year Strategic Plan was accepted and approved by the Board of Directors on May 2/2023.



Board Chair



Executive Director/Administrator