



# Strategic Plan for 2017 - 2022

We provide  
**Person-Centred Care**  
with dignity and kindness

**Resources**  
Use our resources responsibly to support best resident care

**Innovation**  
Embed quality improvement with all team members and encourage innovative approaches to care

**Engage** Engage residents, families and volunteers as partners in our care communities

**Work Culture**  
Grow an organization where our people and teams flourish with meaning and purpose

**Leadership**  
Support and develop relational leaders: promote "closer-to-resident" philosophy

**Access**  
Be leaders in developing and delivering continuing care programs and services

**Communication**  
Develop open, inclusive processes to communicate what's important

**You are part of the plan**