



# 2025-2027 Halton Services for Seniors Strategic Plan Older Adults Advisory Committee Presentation



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Tuesday September 10, 2024



## WHO WE ARE

## Our Mission

To provide person-centered care that promotes dignity, respect and quality of life

## WHAT WE STRIVE FOR

## Our Vision

To achieve excellence in the provision of person-centered care and service that ensures the safety, comfort, dignity and well-being of each person served

## GUIDING PRINCIPLES

## Our Values

Quality Care

Equity &amp; Inclusion

Dignity &amp; Respect

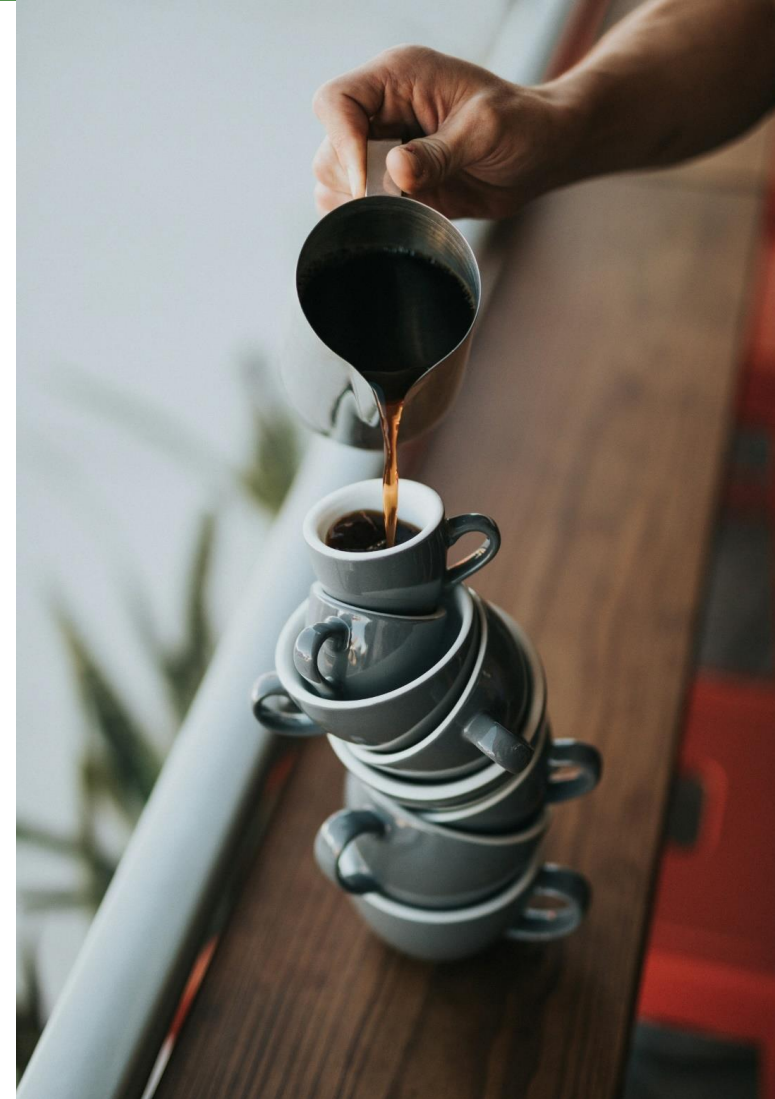
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**Philosophy of Care** Our philosophy of person-centered care focuses on making meaningful connections while ensuring residents' and clients' individual needs, values, and preferences guide decision making and personalized care.

# Purpose

- To obtain feedback on Halton Services for Seniors' **2025-2027 Strategic Plan**
- To align goals and strategies of the Strategic Plan with needs of stakeholders



# Four Themes of Our Strategic Plan



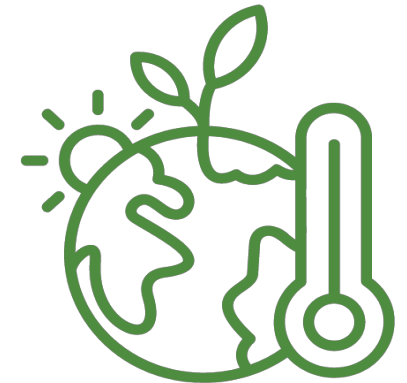
**Infrastructure  
& Growth**



**Community  
Well-Being**



**Excellence in  
Government**



**Climate  
Change**

# Community Well-Being

Goals	Strategies
<p><b>Resident/Client Quality of Life:</b></p> <ol style="list-style-type: none"> <li>1. Provide person-centered care that promotes dignity, respect, and quality of life.</li> <li>2. Older adults in Halton can access the right care at the right time</li> </ol>	<ul style="list-style-type: none"> <li>• Implementing and sustaining Best Practices in care delivery &amp; service</li> <li>• Advocating for and expanding Community Programs as funding becomes available</li> </ul>
<p style="text-align: center;"><b>Dementia</b></p> <ol style="list-style-type: none"> <li>3. Enhance dementia care for residents &amp; clients in Halton Region long term care and community programs in alignment with Dementia Care Strategy.</li> </ol>	<ul style="list-style-type: none"> <li>• Enhancing the buildings and spaces where we provide care</li> <li>• Equipping teams with the knowledge and skills needed to deliver optimal, person-centred care</li> <li>• Increasing collaboration with community and system partners</li> <li>• Improving quality of care for individuals in homes &amp; programs</li> </ul>
<p style="text-align: center;"><b>Systems Collaboration</b></p> <ol style="list-style-type: none"> <li>4. Engage in integrated planning with our system partners.</li> </ol>	<ul style="list-style-type: none"> <li>• Aligning with Ontario Health's Indigenous cultural safety and anti-racism strategies</li> <li>• Optimizing collaboration with partner organizations</li> <li>• Working with internal/external partners to optimize resident transition and align with Alternate Level of Care initiatives</li> </ul>

# Climate Change

Goals	Strategies
5. Reduce our collective carbon footprint to mitigate the impacts of climate change.	<p><b>Waste Reduction</b></p> <ul style="list-style-type: none"><li>• Reducing overall waste produced including<ul style="list-style-type: none"><li>• food waste</li><li>• printed materials that can be circulated digitally</li></ul></li><li>• Leveraging technology to replace paper-based systems</li></ul> <p><b>Energy Use</b></p> <ul style="list-style-type: none"><li>• Evaluating energy efficient options for capital projects</li><li>• Completing lighting audits at long-term care homes and community program sites, retrofitting with energy efficient lighting where possible</li></ul>

# Excellence in Government

Goals	Strategy
<p><b>Services and Programs</b></p> <p>6. Provide evidence-based programming that supports changing resident and client needs.</p>	<ul style="list-style-type: none"> <li>• Continuously improving through incident reviews and insights from Ministry of Long-term care (MLTC) reports.</li> <li>• Using research/literature reviews to inform decision making &amp; care provision</li> <li>• Implementing a policy management framework</li> <li>• Soliciting stakeholder engagement and feedback.</li> </ul>
<p><b>Workplace Wellness</b></p> <p>7. Provide a safe and healthy workplace that supports physical, mental, social, and organizational wellbeing.</p>	<ul style="list-style-type: none"> <li>• Ensuring engagement in committees such as:             <ul style="list-style-type: none"> <li>• Joint health and safety committee</li> <li>• Staff wellness council/committees.</li> </ul> </li> <li>• Developing, engaging, and supporting staff through:             <ul style="list-style-type: none"> <li>• Recognition and appreciation initiatives</li> <li>• Wellness resources and initiatives</li> <li>• Disability and attendance support programs</li> <li>• Equity, diversity and inclusion, mental health &amp; wellness programs</li> </ul> </li> <li>• Ongoing promotion of workplace health and safety.</li> </ul>

# Excellence in Government

Goals	Strategy
<p><b>Employer of Choice</b></p> <p>8. Services for Seniors is an employer of choice for LTC, ADP and AL programs to attract and retain high quality staff.</p>	<ul style="list-style-type: none"> <li>• Developing an overarching recruitment, onboarding, and retention strategy.</li> <li>• Enhancing talent management, succession planning, training, and development opportunities to increase leadership potential.</li> <li>• Fulfilling action items identified in annual staff survey</li> <li>• Leveraging opportunities for students in collaboration with colleges and universities to fill staffing needs</li> </ul>
<p><b>Fiscally Responsible</b></p> <p>9. Effective utilization of our resources; demonstrating Fiscal responsibility (revise once corporate's PPT is available)</p>	<ul style="list-style-type: none"> <li>• Evaluating services for seniors staffing plan annually</li> <li>• Developing a strategy to optimize funding opportunities</li> <li>• Implementing and refining inventory management system</li> <li>• Assessing and effectively managing controllable costs</li> <li>• Reviewing our budget process with finance team</li> </ul>



# Excellence in Government

Goals	Strategy
<p><b>Quality Improvement</b></p> <p>10. Support a culture of continuous quality improvement through better accountability, enforcement, and transparency.</p>	<ul style="list-style-type: none"><li>• Developing and implementing a Data Strategy</li><li>• Supporting implementing of a Continuous Quality Improvement (CQI) Framework at the local level</li><li>• Developing and Completing Quality Improvement Plans (QIPs)</li><li>• Continuously reviewing and initiating change projects to satisfy regulatory requirements including Ministry of Long-Term Care and CARF Accreditation standards</li></ul>

# Infrastructure & Growth

Goals	Strategies
<p><b>Risk Management</b></p> <p>11. Protect the needs and assets of the Division, while mitigating risks.</p>	<p><b>Risk Management</b></p> <ul style="list-style-type: none"> <li>• Developing a risk management strategy that facilitates:             <ul style="list-style-type: none"> <li>• Personal health information (PHI) Security</li> <li>• Compliance with regulatory standards.</li> </ul> </li> </ul> <p><b>Emergency Preparedness</b></p> <ul style="list-style-type: none"> <li>• Undertaking a review/gap analysis of our current emergency preparedness program and implementing changes as needed</li> <li>• Developing and updating Business continuity/ pandemic/ emergency/ fire safety management plans</li> <li>• Establishing Shelter Agreements.</li> </ul>
<p><b>Communications</b></p> <p>12. Leverage best practice, engagement, and communication techniques to optimize internal and external communication channels.</p>	<ul style="list-style-type: none"> <li>• Leveraging feedback from existing survey/feedback channels</li> <li>• Develop a divisional communication plan</li> <li>• Optimize communication channels and leverage new and existing technology</li> </ul>

# Infrastructure & Growth

Goals	Strategies
<p><b>Technology</b></p> <p>13. Leverage technology that will support quality services to residents, clients, and staff.</p>	<ul style="list-style-type: none"> <li>• Developing a multi-year technology plan to ensure current and future technology applications meet operational performance needs</li> <li>• Improving Wi-Fi infrastructure in the long-term care homes &amp; adult day program sites</li> <li>• Collaborating with internal stakeholders to identify key technology priorities</li> </ul>
<p><b>State of Good Repair</b></p> <p>14. Maintain state of good repair and align with healthcare facility design standards.</p>	<ul style="list-style-type: none"> <li>• Reassessing our building security measures to minimize identified risks and maintain compliance</li> <li>• Undertaking a vulnerability assessment of our buildings and processes and implement recommendations</li> <li>• Ongoing implementation and management of the capital plan</li> <li>• Leveraging funding opportunities as they arise</li> </ul>

## Questions for You:

- Do you feel that the goals in the strategic plan are important and meaningful to the work of the division?
- Are there any key goals and/or strategies that are not adequately addressed in this strategic plan?

