

VISION - Seniors aging at home with dignity.

MISSION - To enable seniors to live at home independently with integrated supports and services.

2022 – 2026 Strategic Plan

Strategic Imperatives	SUSTAINABLE ORGANIZATION		Service Excellence		COMMUNITY ENGAGEMENT			SECTOR PARTNERSHIPS
MEASURES	 Increase funding from Government Services and OHTs Create through collaboration a new client needs-based funding model Establish a Foundation Secure new funding sources Achieve 'Employer of Choice' standing 		 Maintain best practice in quality client care leadership Continuous improvement in PSL's model of service Retain Accreditation Canada 'Exemplary Standing' Achieve and maintain 'Optimal' Client Satisfaction levels 		 Evolve and engage with the community to broaden services and programs to: address senior's needs in the community respond to complexity of client needs leverage changes in the health sector Pursue business development opportunities 			 Influence change through awareness of the options for meeting senior's needs: → Recognize the Community Support Sector (CSS) → Advocate with association and system partners.
STRATEGY	Partnerships & Collaborative Relationships	Resource Optimization & Opportunity	New Collaborative Initiatives, Research Assessment & Intellectual Property		Regional Growth		Service/ Social Enterprise	Engage key stakeholders to influence change
	\checkmark	\downarrow	\downarrow	\downarrow		\downarrow		\checkmark
TACTICS	Identify key strategic partnerships and outcomes	 Develop a long- term funding plan Develop an HR plan Adopt technology to support PSL operations 	 Pilot and assess new approaches to enhance service quality Publish findings as a Sector leader Document and share practices and activities Maintain collaborative research efforts to identify community service needs 		Needs based model – expand in home and community services	Community based research and model – expand social programs	 Business Development Plan Leverage relation- ships to offer services with key partners: sector agencies government 3rd party agencies 	 Input and support from stakeholders on meeting senior's needs with key programs & initiatives Explore 'joint initiatives'
RESOURCES	Sector Staff Government	Operations Frontline Staff Consultants	Client Community Staff Stakeholders		Clients Sector OHTs	Community Government	Sector Govt. Community Investors	Sector Government Stakeholders



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VALUES – Respect | Gratitude | Continuous Learning | Care Excellence | Openness | Stewardship | Fabric of the Community