



## OUR STRATEGIC PLAN INCLUDES SIX OBJECTIVES:

### 1. ENHANCED CLIENT CARE

We will implement a coordinated healthcare approach to ensure the development and delivery of effective client care plans by streamlining processes, increasing the capability for the effective use of assessment tools, and working collaboratively with our health system partners.

### 2. QUALITY AND SAFETY

We will ensure quality and safety remain foundational in our culture. We will partner with our clients and stakeholders to ensure our strategies and initiatives are guided by what matters most. We will foster a safe and healthy workplace environment so that staff and volunteers feel well supported and are equipped with the right tools and training.

### 3. OPTIMIZED CAPACITY

We will grow our organizational capacity and increase productivity by streamlining administrative processes and realigning resources to align with organizational priorities and meet the evolving needs of our clients.

### 4. INNOVATIVE CHANGE LEADER

We will establish ourselves as an innovative change leader in the evolving healthcare system transformation by continuing to play an influential role in contributing to the Toronto Central LHIN's strategic plan and by implementing the reformed directives that will enhance service integration.

### 5. FINANCIAL HEALTH

We will maintain a financially healthy organization by efficiently managing costs, advocating for increased government funding to align with our targeted growth and finding innovative ways to generate new funding to promote sustainability.

### 6. OPERATIONAL EXCELLENCE

We will be a high performance organization by supporting employee development to drive improved, measurable results. We will strengthen our staff team by providing a supportive workplace and focused training to ensure we meet our mission and vision.