



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.

Quality and Safety

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

Respect

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

Stewardship

We demonstrate responsibility and accountability for our decisions.

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 NRLTCSI 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.