



Strategic Plan

Long-Term Care & Services for Seniors

TY OF DURHAM HEADQUARTERS

2023-June 2027

Regional Municipality of Durham

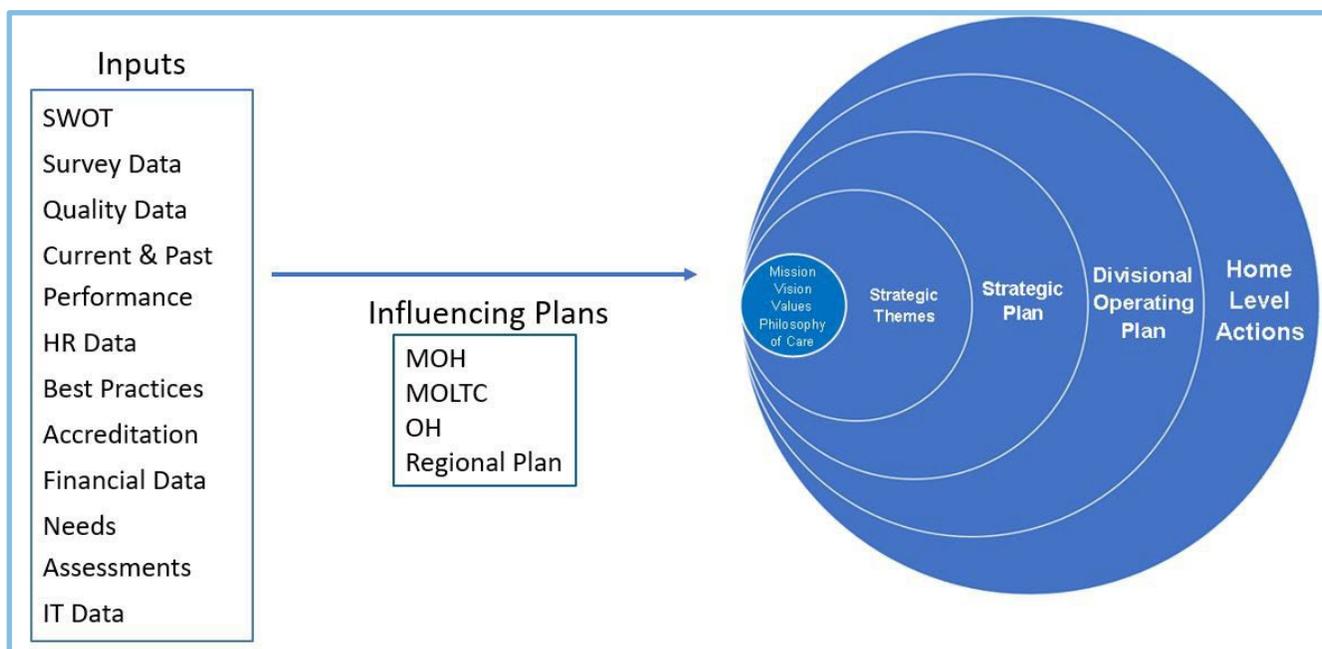
Revised January 16, 2026

A Message from Senior Leadership

We are pleased to share the 2023-2027 Strategic Plan. This Plan is the result of extensive stakeholder input conducted in late 2022 and early 2023 that resulted in over 500 comments. We thank everyone who took the time to contribute their ideas and suggestions. We also considered input from a variety of other sources including surveys, quality data, best practice, financial, and human resources to create this plan that will guide us over the next four years.

With this plan, we are energized and ready to meet the challenge, both anticipated and unanticipated, and to lead change. We recognize that the health care sector is dynamic, and we commit to a regular review of this plan to ensure it remains aligned with the goals of the Regional Municipality of Durham as well as the ever-changing landscape of long-term care and healthcare overall. It is only through the collective efforts of every employee, volunteer, resident, family member, that we can we build on our past experiences and move boldly into the future.

Our Planning Process



Our Mission, Vision, Values & Philosophy of Care

Our mission, vision, values and philosophy of care provide direction for our organization. They keep everyone focused on where we are going and what we are trying to achieve. They define our core values and how we are expected to behave. Prior to developing our strategic directions, it was important to review and renew our mission, vision, values and philosophy of care to ensure continued alignment.

Vision

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

Mission

Strong People...Caring
Communities...Our Future!

Philosophy of Care

We believe that person-centred care is achieved by developing meaningful relationships through choice, empowering, embracing and engaging each individual.

We Value

Individuality

Celebrating and encouraging the many dimensions that make us unique

Collaboration

Working together to achieve a common goal

Accountability

Demonstrating integrity and transparency and a willingness to accept responsibility

Respect and Dignity

Appreciating the value of others and supporting the right of personal choice

Excellence

Ongoing commitment to improvement through creativity, innovation, research and best practice

2023-2027 Strategic Plan

The 2023-2027 strategic plan includes three strategic pillars and associated goals. Incorporated into these pillars is our commitment to fostering a strong and inclusive division where diversity is embraced and each one of us is valued and included.

Pillar One - Care and Service

We will provide a caring environment where person-centred care is informed, individualized, meaningful, inclusive, and delivered in partnership with the resident/client and family care partner.

Strategic Goal 1: To enrich resident/client experience from admission to discharge by delivering safe and effective person-centred care.



Strategic Goal 2: To build knowledge and capacity through well-structured learning and development programs that enable staff to work to their full scope of practice and better meet the increasing complex care needs of residents/clients.



Strategic Goal 3: To successfully open and operationalize Seaton Village LTCH to deliver high-quality, person-centered care and meaningful resident experiences from day one.



Pillar Two – Embracing Innovation

We are committed to being innovative, responsive and flexible in order to further foster a culture that embraces creativity and technology and positions us to respond to changing needs of the community.

Strategic Goal 1: To leverage technology that maximizes the safe delivery of care and service to residents and clients.



Strategic Goal 2: To empower residents/clients and families through use of technology-based applications in the delivery of person-centred care to improve resident/client outcomes and experiences.



Pillar Three – Workplace Excellence

We will create an engaging and supportive working environment that is diverse, equitable, inclusive, and promotes positive outcomes and experiences for residents/clients, families and staff.

Strategic Goal 1: Develop and implement a comprehensive workplace violence prevention program tailored to the LTC environment, focusing on policies, training and environmental safety measures.



Strategic Goal 2: Establish Diversity, Equity and Inclusion as a core priority by launching a staff-focused DEI initiative that builds awareness, strengthens inclusive practices, and supports a respectful, welcoming workplace culture.



Strategic Goal 3: To implement strategies and processes that support teams to demonstrate preparedness and confidence during formal MLTC inspections.



LTC & SS DEI Accountability Statement

At the Division of Long-Term Care and Services for Seniors, we are committed to creating a diverse, equitable and inclusive environment where residents, families, staff, volunteers and visitors feel welcomed, respected, and connected. Person-centred care is at the heart of what we do, and we honor the individuality of each person through meaningful relationships, choice and empowerment.

We recognize that belonging and dignity are essential for those who live in our homes and those who visit, work and volunteer in them. We support our staff and volunteers through equitable practices, opportunities for growth, and a culture that values their voices, perspectives and contributions to quality of care.

Together, we commit to identify and remove barriers and continuously improve our practices, ensuring fair participation and access to care. Guided by our values: Individuality, Collaboration, Accountability, Respect and Dignity, and Excellence, we hold ourselves responsible for fostering a culture where diversity is embraced, inclusion is practiced, and every person experiences dignity, safety and belonging.



If you require this information in an accessible format, please contact Sara Jane MacKenzie at 905-666-6231 ext. 2745