

Community Care 2020-2023 Strategic Plan

Community Care City of Kawartha Lakes	Steering Our Future 2020-2023 Strategic Plan			
Vision	Healthy and connected communities built through care and support			
MISSION What We Do In partnership we promote health and independent living through programs and services that meet the needs of the community.	Deliver We deliver safe, high quality services measured by feedback and evaluation	Connect We connect people to programs and services seamlessly through strategic partnerships	Invest We invest in the people and resources to meet community needs	Engage We engage with our clients, caregivers, staff, volunteers and community partners to influence and inform all we do
Where We Are Going <i>(Strategic Directions)</i>	Evolve Services	Drive System Change	Advance Operational Sustainability	Maximize Brand Recognition & Engagement
How We Will Get There <i>(Strategic Priorities)</i>	Needs-based planning • Pursue priority needs for expanded or new services • Expand rural outreach • Enrich service delivery through authentic client and caregiver engagement	System Redesign • Co-lead development of the Kawartha Lakes Ontario Health Team • Improve health system navigation and transitions in care • Champion establishment of a single electronic medical record across the system	Business Excellence • Pursue new revenue streams • Reimagine volunteer engagement, deployment and appreciation • Strengthen stewardship of resources • Elevate use of technology for business efficiencies	Brand Impact • Brand who we are, what we do and the difference we make • Create and seize strategic opportunities to profile and promote Community Care • Profile and leverage our partnership with the Community Care Foundation in all we do
Outcomes	We are meeting care needs closer to home	Our services are central in the established OHT	We are strongly funded and resourced	We are highly recognized as a “go to” provider
What We Value	Compassion We provide care with empathy and without judgment.	Accountability We meet our commitments to clients, caregivers, funders and colleagues with integrity and a commitment to quality through continuous learning and improvement.	Respect We treat people with dignity, listening carefully to their stories and embrace equality, diversity and inclusiveness.	Excellence We surpass ordinary standards of care, demonstrating responsiveness, resourcefulness and adaptability.