

Seniors' Services Strategic Plan 2023-2027



Vision

A compassionate community that cares for all people, stewards the land for future generations and where everyone has the opportunity to live a good life.

Mission

Providing essential services that support quality of life for each and every person in Waterloo Region.

Core Value

Care for people and the land we share.



Homes for all

Provide housing that meets people's needs as well as supports for aging-in-place.

- Conduct a Feasibility Study to support the creation of a 10-year plan to guide the re-development of the Sunnyside campus.
- Support a continuum of care to help people age-in-place.
- Replace the flooring and furnishings in the Long-Term Care buildings.

Quality of life for the people we serve



Foster a compassionate, caring community that supports quality of life for each and every person served by Seniors' Services.

- Develop and implement a Seniors' Services person-centred care strategy.
- Continue with enhancements and redevelopment of the Community Alzheimer Program areas to better meet the needs of participants.
- Implement enhanced way-finding supports on the Sunnyside campus.



Equitable services and opportunities

Ensure services are inclusive, accessible, culturally safe and appropriate.

- Develop and implement an Equity Strategy to ensure Seniors' Services provides safe, culturally appropriate, inclusive and empowering services.
- Work with all stakeholders to co-design safe, fiscally responsible and culturally appropriate service improvements and policies.

Resilient and future ready organization



Foster an empowered, people-centred culture.

- Develop and implement a Health Human Resources recruitment and retainment strategy.
- Work to ensure present and future staff feel valued, respected, and have the tools, support, processes and agency they need to make a positive impact.

growing
with care

