

Peel Cheshire Homes Brampton – Strategic Plan Implementation Outline

Goal # 1: Build quality services through the integration with other Networks of Care						
Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
1.Enhance external medical support services to our residents.	1.Identify changing needs of residents and work with their primary medical provider to connect them to health services within the community.	Ongoing 2020 to 2023	E.D. and management team	Secured NP services from North Peel Health Team	ER visits avoided with care taking place onsite	Onsite RN services
2.Connect outreach consumers to other community support networks.	2.Train our staff to identify changing medical conditions of our outreach clients and to know who to notify immediately in the case of a marked decrease in the consumer’s condition; and long-term how to assist the consumer to connect to other community resources, especially in the case of Health Links for those consumers who have are medically complex and frail.	Ongoing 2020 to 2023	E.D. and management team	Training of staff Debrief after incident Regular medical assessment of residents Work closely with CWLHIN Home and Community	Staff respond appropriately to emergency situations	Training dollars Increased staffing resources Adhere to the scope of service
Goal # 2: Drive Quality and Value						
Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
1.Improve the Resident’s Experience.	1.Continue to assess and project the changing needs of the existing residents and determine what added services are required to address their individual needs (i.e.: onsite nursing services).	Ongoing 2020 to 2023	E.D. and management team	Care Plans Assessments: intra-rai cha, OTs, physio, NP, etc.	Health status of individual residents	Onsite RN
	Work towards securing the required funding to add additional full-time positions within the residential program in support of improved resident care.	Ongoing	Board	Advocacy, accurate projections of costs, business case	Increased funding	Board involvement
	Review the capacity of the Agency (staff qualifications, financial resources, etc.) to meet the expanding and changing health needs of our residents.	Ongoing	Board and E.D.	survey to measure skill levels of staff and to identify gaps as individuals and overall for the agency	Results of survey	Survey questions

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2. Improve the Outreach Consumer's Experience.	Review and define the Agency's scope of services and determine in advance when the Agency is no longer able to provide adequate support to an individual.	Ongoing 2020 to 2023	Board and E.D.	attempt to encourage residents/families to do transitional planning	Research legislative requirements re requiring individuals to transition if they no long meet scope	Decision by the Board re scope
	Source training opportunities for staff in how to meet the needs of each individual resident.	Ongoing	Management	PSW training fund when available	Need to identify learning opportunities	Professional trainers, funding
	Collaborate with external resources to ensure that residents are receiving the quality and extent of services that they require from community partners.	Ongoing	Management	advocacy work with community partners	Make time to join system tables	New community partners need to be identified
	Review requirements and support for Residents and Staff needs for Mental Health Services.	Ongoing	E.D., management team and support from Board of Directors	identify residents who are in mental health crisis, EAP program for all staff	Number of residents and staff in crisis Number of visits to emergency	Community mental health connections; identifying mental health workers who have experience working with non-verbal clients
	2.Maintain quality services to existing consumers (clients). Work to secure the required funding to expand the outreach (home and community care) program to meet the needs of those 60 plus individuals who are on our waiting list.	On hold	Board	program closed due to COVID		

Goal # 3: Management and Staff Resource Development and Training

Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
Provide increased training opportunities for staff to better equip them to meet the changing needs of residents and consumers.	Source training opportunities for management and staff in order to meet the needs of each individual resident.	Ongoing 2020 to 2023	E.D., management team and support from Board of Directors	Evaluate staff skill sets	Accreditation/certification	Funding
	Enhanced Pandemic Training. Enable technology integration; explore new technology opportunities in support of client care.			Management to identify gaps in staff skill sets versus needs of residents	LHIN – PSW training requirements	Funding

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	Source Technology enhancements to enable staff to improve efficiencies while maximizing support for Residents.	Ongoing 2020 to 2023	Management	Survey re effectiveness of new technology	Improved efficiency Improved staff tech skills	Source training courses; funding incentives
	Source training for management staff on “managing in a unionized environment”.	Jan/Feb 2021	E.D.	Knowledge base of E.D., HR Downloads support, legal support	number of grievances that get resolved without mediation/arbitration	Need to identify training source
Goal # 4: Financial Challenges						
Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
1. Enhance funding opportunities and optimize the use of existing resources.	1. Proactively manage the residential home and its associated funding.	Ongoing 2020 to 2023	E.D. and support from Board of Directors	E.D. and Board President involvement in the transition from LHIN to OHT	Balanced budget at year-end	Increased funding
	Union contract terms – Continue to advocate with the LHIN for annual legal costs within the Agency’s approved budget. LHIN Budget Approval Process – work with the LHIN and OHT (Ontario Health Teams) during the transition period in order to advocate for a proactive Budget approval process that meets the financial needs of the Agency.		Board	Business case, advocacy	Funding granted	Advocacy and funding
2. Proactively work to develop other funding sources with the goal of decreasing the dependence on government funding.	2. Explore other funding opportunities beyond government support.	Ongoing 2020 to 2023	Board	Business case, advocacy	Funding granted	Advocacy and funding
	Limited provincial government infrastructure support or safety net for the residents, Agency or Board of Directors need to advocate for increased Agency support.		Board and support from E.D.	Business case, Advocacy	Secure new funding sources	Identification of new funding sources, grant writing skills

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	Proactively resource other funding opportunities to support expanded services and to hire staff with enhanced skills.	Ongoing 2020 to 2023	Board	Business case, Advocacy	Secure new funding sources	Identification of new funding sources
Goal # 5: Board of Directors - Goals						
Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
Opportunities to development and enhance the Board of Directors and its role in supporting the Residents, Staff and Management Team.	Board President and Board of Directors to recruit for new Board Members.	Ongoing 2020 to 2023	Board President and Board of Directors	Website Posting LinkedIn Posting Community Boards Charity Village Referrals	Onboarding of new Board member	Volunteer Posting details to be updated
Goal # 6: Engage Community and Other Providers						
Objectives	Tasks/Activities	Timeline	Lead Role	Strategies Used	Measure/Document	Resources Needed
Community Engagement.	Seek Community Partners for Agency and Resident support. Leverage our brand: what we can offer – accurately define the scope of services for the Agency and be proactive in communicating our uniqueness to funders and the broader community. Maintain existing connections. Be involved in the redevelopment of Peel Manor in relation to how it can provide additional services to our residential clients.	Ongoing 2020 to 2023	E.D., Board President and support from Board of Directors	Government Leadership engagement i.e. Brampton Mayor, Brampton MPP, Political Party engagement – Federal and Provincial Conservative, Liberal, NDP and Green Party	Community support; financial donations; media coverage	Board volunteers to make the initial contacts

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