Our Strategic Plan

2026–2031

Empowering independence.

Enhancing quality of life.

For more than 40 years, Peel Cheshire Homes Brampton has supported people with disabilities to live independently and participate fully in their communities.

Our 2026–2031 Strategic Plan builds on that commitment and sets our direction for the years ahead.

Where We're Going

Our work is guided by **three strategic priorities**:

💖 01 — Deliver Exceptional Service

People are at the centre of everything we do.

We will continue to strengthen person-centred services that respect individual choice, support independence and respond to the evolving needs of the people we serve.

Our focus includes:

- Listening to residents, outreach clients and families
- Strengthening person-centred service planning
- Improving communication and the service experience
- Using feedback to continually improve
- Creating opportunities for people we support to participate in decisions that affect them

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✦ 02 — Drive Quality & Value

We are committed to doing the right things—and doing them well.

We will strengthen quality, accountability and continuous improvement while ensuring our resources are used thoughtfully and effectively.

Our focus includes:

- Measuring what matters
- Using feedback and data to guide decisions
- Strengthening quality improvement and risk management
- Identifying opportunities to improve services
- Aligning our resources with our strategic priorities

⚙ 03 — Enhance Operational Excellence

Strong organizations are built by investing in people, processes and technology.

We will strengthen the foundation that allows PCH to provide responsive, sustainable and effective services.

Our focus includes:

- Supporting an engaged and skilled workforce
- Investing in training and professional development
- Strengthening an inclusive and supportive workplace culture
- Using technology to improve communication and service delivery
- Streamlining processes and reducing unnecessary administrative work
- Exploring partnerships and opportunities that create value for PCH

What This Means for the People We Support

Our strategic plan is ultimately about one thing:

Creating better opportunities for people with disabilities to live independently, make choices and participate fully in their communities.

We will continue to **listen, learn, collaborate and improve**—while staying grounded in the values that have guided PCH for more than four decades.

Our Vision

To be recognized as a community leader in enabling people with disabilities to experience an enhanced quality of life.

Our Mission

To empower people with disabilities to live independently in their community, leveraging best practices and professional support services.

Moving Forward Together

2026–2031

Our future is built on the people we support, the people who support them, our dedicated employees and the strength of our community partnerships.