

White Rapids Manor

Strategic Plan

2019-2024



Vision

- ▶ Every person, every day achieves their full potential

Values

We believe...

- ▶ that we are human beings, caring for other human beings
- ▶ we are all caregivers
- ▶ care giving is best achieved through kindness and compassion
- ▶ safe, high quality care is fundamental to person-centered care
- ▶ in a holistic approach to meeting people's needs of body, mind and spirit families, friends and loved ones are vital to the process
- ▶ the opportunity for individuals to make personal choices related to their care is essential
- ▶ physical environments can enhance healing, health and wellbeing
- ▶ Long-term care can be a transformational experience for residents, families and caregivers

Goals:

1. Person-Centered Care

White Rapids Manor is committed to the delivery of high quality person-centered care that recognizes the resident's self-determination, their unique set of values and preferences. The nursing home believes that care reaches beyond the traditional medical model to also include social, spiritual and psychological.

Key Result Areas

- ▶ Residents living quality lives, according to their choices (shared decision-making)
- ▶ Empowerment and communication
- ▶ Resident & Family Satisfaction
- ▶ Engaged workforce
- ▶ Planetree designation

2. Operational Excellence & Innovation

It is important to have the facilities that allow excellence in long term care. We have maintained our 1978 facility through hard work and investment but have outgrown the space.

We will examine the options and secure more single rooms for our residents in a fiscally responsible manner.

Given the constant change that defines society today, we will endeavour to be ahead of the curve and anticipate the changing long-term care environment. This will ensure our sustainability and allow us to excel.

Key Result Areas

- ▶ Single rooms for residents
- ▶ Fiscal responsibility
- ▶ Meeting the demands of an aging population
- ▶ Successful NHS inspections