



Strategic Plan 2017-2020



Independence, safety and dignity for seniors

VISION

Older adults can live independently, safely and well at home.

MISSION

CHATS is an innovative and valued partner in the healthcare system, delivering high quality home and community services and experiences for older adults and caregivers.

VALUES

Respect



We show respect, responsiveness, and responsibility in all we do, to those we work with and for. We value and appreciate diversity and inclusivity.

Empathy



We care for, and about our clients and their caregivers. We are trusted providers, and listen to and understand their needs.

Collaboration



We work with our stakeholders and within the healthcare system to promote the health, safety and independence of our clients.

Creativity



We discover innovative ways to get better at providing excellent care and work experiences.

Quality



We lead by example, act ethically, measure performance and make improvements.

Accountability



We use our resources wisely and adapt to our diverse communities' changing needs.

STRATEGIC PRIORITIES

PLAN

Priority

We will accelerate options that support older adults to age safely and independently in their community by anticipating and adapting to address the changing needs of our population.

Actions

- Promote/provide leadership to develop processes to enable shared care planning and care coordination to achieve better outcomes for complex clients.
- Develop and implement accelerated processes to enable urgent admission to priority programs that support hospital transitions
- Establish “Older Adult Hub(s)” for the delivery of congregate programs and services for clients and caregivers.

SOURCE

Priority

We will boost our team’s capacity by careful planning and implementing strategies to attract and retain the right people with the right abilities.

Actions

- Sustain and grow our workforce to meet changing client needs and service demands.
- Grow and enhance CHATS’ presence in the delivery of services that support independent living for older adults.
- Increase our capacity to explore, develop and implement new initiatives and innovative partnership projects.

PARTNER

Priority

We will seek and nurture strong partnerships by initiating and building collaborations to strengthen care for clients and caregivers so they can live independently and safely at home.

Actions

- Seek and nurture strong partnerships to enable effective and efficient delivery of services.
- Seek and evaluate opportunities for integrations in order to expand and enhance our joint programs in an efficient manner.

OPERATE

Priority

We will drive operational and service excellence by pursuing opportunities to improve quality, efficiency and sustainability.

Actions

- Achieve successful Accreditation.
- Develop an integrated approach to information technology that enables interfaces between applications, point of care information/communication, creates efficiencies and improves client outcomes and staff safety.

ADVOCATE

Priority

We will advance integrated service delivery by courageously advocating for system transformation and building a better model for home and community service delivery.

Action

- Influence policies and the way healthcare is delivered by relationships with key stakeholders.

PROGRAMS AND SERVICES

Adult Day Programs



Assisted Living



Caregiver Support & Education



Home Adaptation & Maintenance



Home at Last



Homemaking, Personal Care & Respite Care



Meals on Wheels



Telephone Reassurance



Transportation



Wellness & Diversity Outreach



Head Office:

240 Edward Street, Suite 1

Aurora, Ontario L4G 3S9

905-713-6596 or 1-877-452-4287

www.chats.on.ca seniorshelp@chats.on.ca



@CHATSeniors



Community Home Assistance To Seniors (CHATS)



chatseniors

