



Our Refreshed Strategic Plan for 2020-22



Through our strategic refresh process, we engaged our stakeholders to help us determine whether our three strategic priorities were still relevant within the current context.

We reflected on the organization's mission, vision and values and made adjustments to reflect what matters to our consumers, our staff and our stakeholders.

We determined that our three strategic priorities remain relevant and we updated our strategic goals for each priority.

Our refreshed strategic plan will guide our efforts over the next two years as we adjust to the new reality of living in a world with Covid-19 and actively engage with our funders, partners and consumers in the transformation of our healthcare system.

**We wish to thank our
consumers, staff, our many
valuable partners and funders
for their input and feedback into
our refreshed strategic plan.**

Mission, Vision and Values

We reflected on the organization's mission, vision and values and made adjustments to reflect what matters to our consumers, our staff and our stakeholders.

Our Mission:

To support adults to live independently at home by providing quality services.

Our Vision:

People can live well at home with appropriate support in their community.

Our Values:

Our values need to reflect who we are and guide our thinking and our actions. They were revised/renewed to include:

Excellence – we strive to improve the quality and safety of services we provide to our consumers through daily and ongoing continuous improvement

Integrity – we are honest, trustworthy and treat others with fairness

Accountability – we take responsibility for our actions and put our consumers first

Respect – we treat each other with courtesy, politeness and kindness

Compassion – we listen to our consumers in order to understand what they need and help them in a way that promotes their well-being

Collaboration – we work together and with others cooperatively, sharing responsibility for problem-solving and making decisions that benefit our consumers and our healthcare system

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We are renewing our commitment to our Strategic Priorities

1. Sustainable Home Based Services

As the demand for community-based services continues to grow, we will ensure that we have a stable, qualified workforce delivering a sustainable model of care.

Goals

- 1) Meet the needs of our consumers in partnership with other providers
- 2) Retain and attract a workforce of talented people to deliver compassionate quality care
- 3) Continue to leverage technology to support service delivery
- 4) Use our available resources efficiently to achieve the best health outcomes for our consumers
- 5) Advocate for sustainable program funding

2. The Best Possible Quality

As a learning organization, we will seek continuous improvement opportunities to enhance the quality and safety of services we provide.

Goals

- 1) Continually measure and improve the quality of our services
- 2) Provide services that are based on best practices and a lens of safety-first for consumers and staff

3. Partners in Systems Transformation Towards Integrated Service Delivery

We will actively engage with existing and new partners to transform and strengthen our healthcare system.

Goals

- 1) Foster and expand strategic relationships to strengthen community-based care
- 2) Actively participate in system transformation and ensure, that on behalf of our consumers, our voice is heard by decision-makers
- 3) Explore and develop integration opportunities that will achieve sustainable growth and excellence of services for the communities we serve



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