



# *Strategic Plan*

**2022-2026**

## **MISSION**

We provide end-of-life care and grief support that nurtures relationships for all.

## **VISION**

Together, we create a community where the best possible end-of-life care and grief support are available.

## **STRATEGIC DIRECTIONS**

- Outstanding Care, Programs and Services
- Exceptional Work and Volunteer Experiences
- Relationship-Centred Culture
- Collaborative Partnerships & Managed Growth



## **VALUES**

### **CARING**

We are kind and listen carefully. We treat each other with compassion and warmth.

### **DIGNITY**

We honour each person and respect their personal decisions. We pay attention to needs, wishes and values.

### **EXCELLENCE**

As a leader in hospice palliative care, we will continuously improve, implement best practices, find innovative solutions, use our resources wisely and share our knowledge.

### **INTEGRITY**

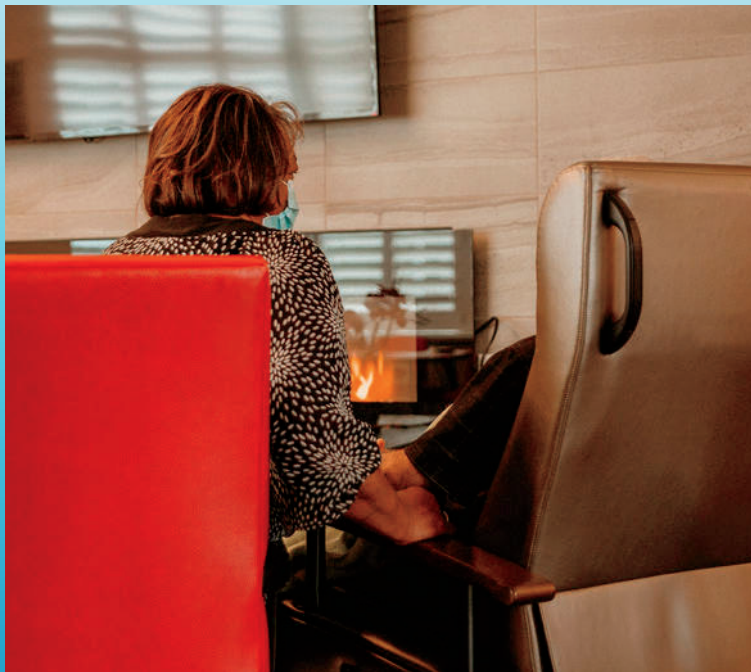
We are open and honest. We honour our commitments and hold ourselves accountable.

### **INCLUSIVITY**

By respecting everyone's traditions, experiences and perspectives, we demonstrate our belief in inclusivity

### **COLLABORATION**

We believe that trusted relationships with our team members, care partners and community network are the best way to improve care and services.



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[www.chathamkenthospice.com](http://www.chathamkenthospice.com)



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### *What does success look like?*

#### **Outstanding Care, Programs and Services**

We will continue to offer quality, inclusive residential hospice end-of-life care and to collaboratively improve coordination of care.

#### **Outstanding Care, Programs and Services**

We will secure sustainable funding, space and partnerships to enable the growth of Supportive Care and community-based programs.

#### **Exceptional Work and Volunteer Experiences**

We will build on existing strengths to sustain a safe, resilient, engaged, inclusive team that attracts people with a passion for palliative care and grief support.



#### **Relationship-Centred Culture**

We will apply an evidence-informed Relationship-Centred Care model to create a care, services, workplace and volunteer culture where all relationships are truly valued.

#### **Collaborative Partnerships & Managed Growth**

We will use an incremental approach to establish Chatham-Kent Hospice as a palliative care hub.

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