



The Seniors' Home of Choice



Strategic Plan | 2019 - 2024

Belmont House is proud to present its Strategic Plan for the next five years.

We created this plan with thoughtful engagement from residents, tenants, and their families, our staff and volunteers, our partners in healthcare, and our Foundation.

Our directions are to:

- Provide an extraordinary resident/tenant experience
- Grow in leadership and influence for seniors' care
- Prepare our people and community for the future

While our current mission, vision, and values still stand, our next five years builds in aspirational goals to meet the complex, challenging, and changing needs for the future.

We continue to be community leaders in health and seniors' care but strive for innovative and collaborative ways to deliver quality care and services.

Our person-directed model of care will be strengthened using successes from elsewhere, our commitment to the continuum of care will be uppermost, and we will build on community connections that enrich the lives of those living, working, and visiting at Belmont.

We look forward to the road ahead to continue with Belmont's vision and reputation as the Seniors' Home of Choice.



Mary Kardos Burton,
Chair, Board of Directors



Mission

Belmont House is a charitable, not for profit Christian organization dedicated to providing seniors with excellent care within a safe, stimulating community. Belmont House provides support for independence, companionship, choice, dignity and privacy.

Vision

To be an exemplary community for seniors within a caring environment.

Values

- Caring
- Innovation
- Responsiveness
- Excellence
- Respect
- Teamwork

Provide an Extraordinary Resident and Tenant Experience



Our strategic goals are:

1. Strengthen our person-directed model of care and service.
2. Expand Belmont services to enhance our continuum of care.
3. Position Belmont to meet the increasing care requirements of residents and tenants into the future.

Serving seniors and their families is the mission of Belmont House. Providing extraordinary experiences for residents and tenants is both our passion and legacy.

In committing to an extraordinary living experience, Belmont recognizes that to remain the Seniors' Home of Choice, we need to continuously change in anticipation of and response to seniors' needs, attitudes and expectations. To position our organization for the future, Belmont is compelled to be forward-thinking and proactive. This means that we will:

- Grow our competencies in care and expand services across our continuum of care to meet the increasing care requirements of residents and tenants.
- Be at the forefront of the global person-directed care movement because we believe that seniors and their families are partners in care and they know best what will define an outstanding personal experience at Belmont. Our commitment is about more than quality of care, it is also about quality of life, where the rhythms of everyday life are directed by the residents and tenants. While evolving to person-directed care may challenge current conventions and policies, Belmont will lead the way.

Grow in Leadership and Influence for Seniors' Care



Our strategic goals are:

1. Use leading technologies and innovation to optimize the quality and safety of the resident, tenant and family experience.
2. Be recognized as a partner of choice within our expanded network of healthcare and academic partnerships.
3. Be a community leader in healthcare and seniors' care.

In our constant search for ways to improve the resident and tenant experience, Belmont will advance our leadership through the use of technology and innovation in long-term care and retirement living.

Within the ever-changing healthcare environment, Belmont's leadership in seniors' care will contribute to advance long-term care and retirement living. Through strategic efforts and alliances, we will be active in the planning and implementation of the integrated health delivery team in our community.

With strong leadership and governance, Belmont will extend its leadership role in seniors' care across the continuum, especially where it intersects with the broader healthcare sector. These connections and Belmont's reputation as an innovative organization will support our objective of becoming the partner of choice within the healthcare and academic sectors.

Prepare Our People and Community for the Future



Our strategic goals are:

1. Respond to the needs and challenges facing our workforce.
2. Be a learning and growing organization where innovation is integral to Belmont and our community.
3. Build community connections with our neighbours that enrich the lives of those living, working and visiting at Belmont.

Belmont aspires to be an even more creative and engaged employer, partner and neighbour. Recognizing the fast-paced changes of our time and the increasing competition for scarce resources, we will retain and attract the best people as employees, volunteers and external partners.

We attract staff and volunteers who care about what they do everyday. Acknowledging this dedication, Belmont is committed to their safety, wellness, learning and engagement. Learning and growing together is our path to mastery in the care of and service to seniors. Always thinking about and exploring innovative opportunities is what keeps our path interesting and challenging. It is another way that Belmont will continue to lead the way into the future.

We pride ourselves in being a good neighbour and contributing to a stronger, healthier community. As citizens, our residents and tenants play important roles as friends and mentors. To build these relationships, we will broaden connections to the community around us. Belmont will be a place where people of all ages come together in learning and celebration.

**Belmont House
Board of Directors
2019**

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**Strategic Planning
Committee
2019**

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**Consultations for
Strategic Plan
2019**

Belmont House Foundation
Board of Directors

Retirement Tenant Council

Long-Term Care Resident Council

Long-Term Care Family Council

Belmont House Staff, Volunteers
and Physicians

Academic Partners

Healthcare Partners

Community Partners

Government Agencies



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Belmont House is operated by a volunteer Board of Directors licensed by the Ministry of Health and Long-Term Care, the Retirement Home Authority, and operates under a service agreement with the Toronto Central LHIN.