



**Strategic Plan** | 2025 - 2030

## Message from the Belmont House Board of Directors

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We are pleased to present the Belmont House 2025 - 2030 Strategic Plan, a continued commitment to our mission, vision and values that guide our home. Building on the strong foundation of our previous plan, we are proud to reaffirm our three strategic directions:

- Provide an Extraordinary Resident and Tenant Experience
- Grow in Leadership and Influence for Seniors' Care
- Prepare our People and Community for the Future

These strategic directions reflect our unwavering dedication to enhancing the lives of those we serve, supporting and empowering our staff, and contributing meaningfully to the future of seniors' care. As we look ahead, we do so with gratitude for the trust placed in us by residents, tenants, families, staff, and community partners - and with our determination to continuously improve and innovate in all that we do.

With this plan, we embrace both the challenges and opportunities of the future, remaining grounded in caring, teamwork, and excellence.

Together, we are shaping a future where every resident and tenant continues to feel valued, respected, and truly at home.

*The Belmont House 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



### GOALS

1. Strengthen our person-centered care and services to support residents, tenants and their loved ones.
2. Expand our continuum of care to anticipate the increasing care requirements of residents and tenants.
3. Use leading technologies and innovation to optimize the quality and safety of the resident and tenant experience.

At the heart of our mission is the commitment to provide an exceptional quality of life for every Belmont House resident and tenant. We will continue to cultivate a warm home that honors the dignity and preferences of those we serve. We aim to tailor care plans, recreational activities, and daily routines to reflect individual choices and needs. The goal of providing an extraordinary resident and tenant experience will guide everything we do to ensure that our home is not just a place of care, but a vibrant and engaging community.

The implementation of the Butterfly Model of Care throughout our home supports this strategic direction through emotion-centered care that focuses on the person. We are proud to be the very first accredited Butterfly home in Toronto.



## Grow in Leadership and Influence for Seniors' Care



### GOALS

1. Assess and build connections and service opportunities to enrich local seniors' lives.
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.

We are committed to playing a leading role in shaping the future of seniors' care. By sharing our knowledge, outcomes, and innovations, we aim to influence policy, improve care standards, and promote best practices across the province. We will seek meaningful partnerships with academic institutions, healthcare organizations, foundations, and government bodies to advance research, education, and advocacy. As thought leaders, we will contribute to conversations that drive systemic improvements, especially in areas such as dementia care, age-friendly/senior-centered/accessible design, and culturally inclusive services.

Our management team participates in and provide leadership in various provincial advisory groups and working committees with other Long-term Care and Retirement Homes. Belmont House staff have led educational sessions on staff-wellness and the Butterfly Model of Care. By elevating our profile and expertise, we can help shape a more compassionate and effective seniors' care system, both locally and beyond.

## Prepare Our People and Community for the Future

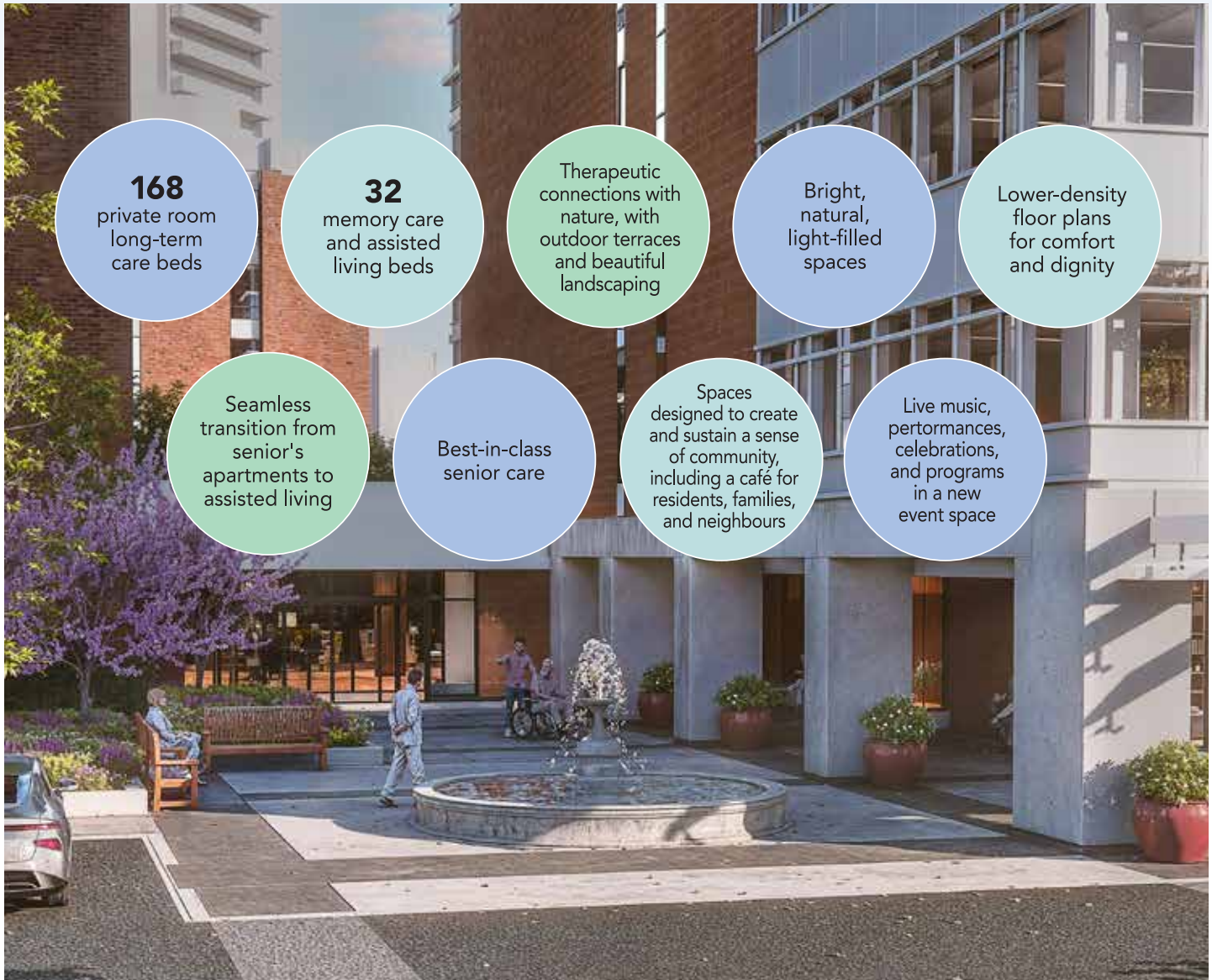


### GOALS

1. Anticipate and model future workforce requirements.
2. Lead as a learning and growing organization where innovation is integral to Belmont and our community.
3. Fortify the current operations and prepare for the opening of our new LTC and Assisted Living space.

Looking ahead, our strategic direction is to empower our staff, residents, and broader community to thrive in a rapidly evolving care environment. To meet the needs of our community, we are building a new, 11-storey home on our property for another 200 seniors with varying levels of care needs. With the building, we are expanding our continuum of care in a way that will allow seniors to transition from independent retirement living to assisted living to Long-term Care on a campus of care, and within the Belmont House community

As we implement this plan, we will continue to build on Belmont House's legacy of excellence while adapting to meet the changing needs of seniors in our community. Our expansion will allow us to serve more individuals with diverse care needs, establish new partnerships, and innovate in our approaches to care delivery. Through these efforts, we will strengthen Belmont House's position as the "Seniors' Home of Choice" in Toronto for years to come.







**BELMONT  
HOUSE**

*The Seniors' Home of Choice*

55 Belmont Street, Toronto, ON M5R 1R1

Tel: 416-964-9231 | Fax: 416-964-1448

Website: [www.belmonthouse.com](http://www.belmonthouse.com)

Email: [frontdesk@belmonthouse.com](mailto:frontdesk@belmonthouse.com)

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