

# Strategic Plan 2021-2024

## Vision

Older adults live best at home and in their communities.

## Mission

CHATS advocates for and delivers high quality, person-centred home and community services, providing dignity and choice for aging at home.

## Strategic Priorities



### Priority #1

Adapt and expand programs and services to address the health and social needs of the people we serve.



### Priority #2

Pursue health system integration in order to deliver person-centered care.



### Priority #3

Influence system change to recognize the value of home and community care.

## Values

### Respect

We are trusted providers and show respect, responsiveness and responsibility in all we do.

### Empathy

We care for and about the people we serve, listening to and understanding their needs.

### Quality

We act ethically to deliver service excellence.

### Collaboration

We partner across the health and social care system to promote the health, safety and independence of the people we serve.

### Equity

We reflect diversity, inclusion and equity in everything we do.

### Innovation

We anticipate and respond to our environment, innovating to improve outcomes for the people we serve.

## Enablers

People

Technology

Advocacy

Funding