



Our Plan to Support Ageing in the Right Place

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.

Values



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



Quality: We act ethically to deliver service excellence.



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



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



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



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

Enablers



People



Funding



Technology



Collaboration



Evidence

Planning Context

It is critical that our clients and their caregivers, system partners, and the CHATS team see themselves reflected in our plan. Throughout our engagement, we heard the following:

- The aging, growing and increasingly diverse population brings more complex care needs.
- The cost of living and affordability crisis impacts what clients, caregivers and the workforce need from home and community care services.
- The continued high demand, persisting underinvestment and gaps in care, require us to think outside the box.
- CHATS will continue to live our values as an organization, including by serving as a voice for older adults in the system.



Priority #1

Evolve programs and services to enable older adults to age with dignity at home and in our communities.

Objectives	Actions
Tailor program and service offerings for clients and their caregivers through a person-centred approach.	<ul style="list-style-type: none"> • Refine, enhance or expand programs and services based on stakeholder input and best available evidence. • Assess services offered to identify gaps and/or reduce duplication of efforts. • Align program capacity and resources with areas of greatest impact.
Pilot and generate evidence on new and emerging models of care.	<ul style="list-style-type: none"> • Provide technology-enhanced care through solutions that improve care access and quality. • Improve transitional care through existing and new collaborations with other health system providers. • Explore new partnerships to address social determinants of health and advance innovative approaches to prevention and early intervention.
Enhance how we engage and communicate with clients/caregivers and other stakeholders about our programs and services.	<ul style="list-style-type: none"> • Provide relevant information and education to clients and caregivers. • Find new ways to gather helpful insights and information from clients and caregivers including through point-of-care interactions. • Develop and amplify concise information on CHATS' programs and services.



Priority #2

Lead as a system partner, innovator, connector, collaborator, and champion to improve the care experiences of older adults.

Objectives	Actions
Advocate for equity in the home and community care sector.	<ul style="list-style-type: none"> • Show evidence of gaps in care quality and access and support innovative solutions. • Advocate for system equity in investments to meet demand and address resource challenges. • Elevate client, caregiver and provider stories to support advocacy efforts.
Drive care integration, alignment and quality improvement across the system to improve older adults' care experiences.	<ul style="list-style-type: none"> • Strengthen partnerships and collaborations in alignment with our vision and mandate. • Champion improvements in system navigation and coordination. • Provide education, training and best practice guidance to other system providers to more effectively meet the needs of seniors.



Priority #3

Enhance operational excellence and efficiency by investing in our people, processes, and technology.

Objectives	Actions
Make CHATS an employer of choice where people feel supported to grow and thrive.	<ul style="list-style-type: none"> • Cultivate a strong and inclusive organizational culture where all people feel welcome and supported. • Invest in our workforce, including their skills, knowledge and professional development.
Explore and implement innovative funding, resource sharing and cost-saving models to deliver better care more efficiently.	<ul style="list-style-type: none"> • Maximize the use of existing digital and tech solutions. • Pursue integration opportunities in the system. • Streamline program/service delivery and reduce administrative burden where possible.
Use data and evidence for evidence-informed decision making.	<ul style="list-style-type: none"> • Strengthen measurement and analytics capabilities, processes and practices. • Refine data collection to ensure all information is being actively used. • Identify gaps in data and assess opportunities to gather new valuable insights that advance other actions.