



ΕΛΛΗΝΙΚΟ ΓΗΡΟΚΟΜΕΙΟ

Hellenic Home for the Aged Strategic Plan 2024-2025

Hellenic Home for the
Aged

Moving Forward 2024-2029

Hellenic Home for Aged Inc.'s Strategic Plan- "*Moving Forward*" was created with input from the Board, Senior Management, Staff, Volunteers, Healthcare Partners, the Greek community, and the Foundation. "Moving Forward" establishes the organizations directions and operations for the next five years. Based on the internal and external environment, it guides the development of strategic goals and an operating plan that prioritizes efforts, effectively allocates resources, and aligns organization's goals.

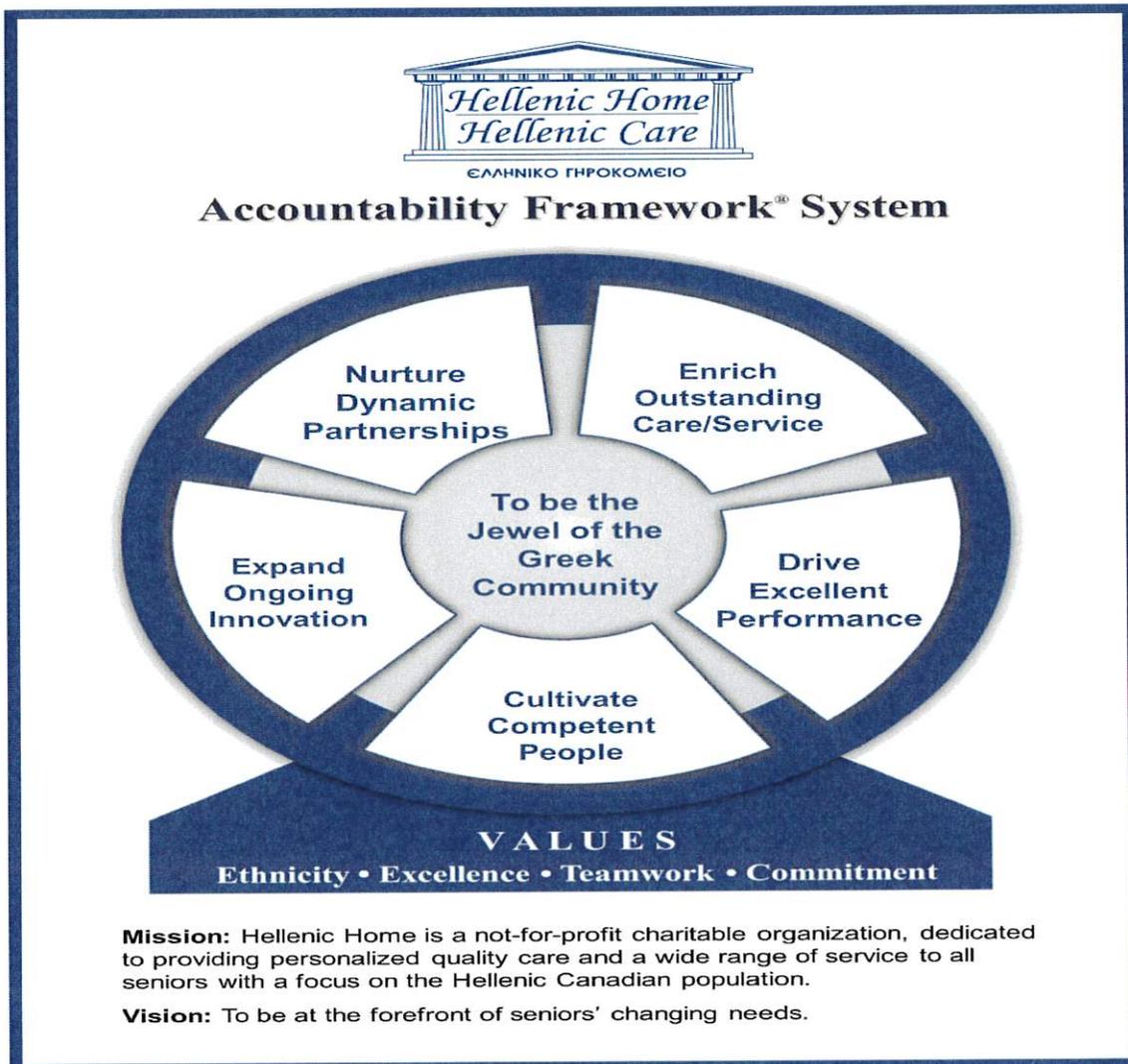
Hellenic's strategic directions seek to address the mounting challenges in finding and retaining qualified staff to support the growing and complex health and social care needs of aging seniors, ongoing resource constraints and the increasing demand for technology and evidence-based performance.

Strategic Directions

The organization's Accountability Framework provides a visual foundation of key success factors around which the organization builds its strategic directions and goals. The success factors and strategic directions also provide a communication framework for the Board and the community to demonstrate how the organization is doing in meeting its operational goals and offer assurance that the organization is on track in meeting its strategic plan. By measuring performance relative to these five key areas, the organization can determine

Hellenic Home for the Aged Inc. consists of Hellenic Home for the Aged in Scarborough, Hellenic Care for Seniors in Toronto and an Adult Day Program and Housing in Toronto.

what is being done well and what needs to improve. The five success factors and strategic directions guide and provide the focus to all staff in their day-to-day activities, set the "ground rules" for behaviour across the organization, and establish clear expectations for staff performance and staff conduct.



Our directions are to:

- Enrich Outstanding care and service
- Drive Excellent Performance
- Grow Excellent People
- Expand ongoing innovation
- Nurture Dynamic Partnerships

Hellenic Home for the Aged Inc. consists of Hellenic Home for the Aged in Scarborough, Hellenic Care for Seniors in Toronto and an Adult Day Program and Housing in Toronto.

Our Mission Vision and Values

Mission:

Our mission describes our core business. It tells others what we do and keeps us focused. "Hellenic Home is a not-for-profit charitable organization, dedicated to providing personalized quality care and a wide range of service to all seniors with a focus on the Hellenic Canadian population".

Vision:

Our vision describes where we want our organization to be in the future, reaching out for the next 5 years.

To be at the forefront of seniors' changing needs. "To be the Jewel of the Greek Community".

Our Values:

Ethnicity

- We create strong linkages with the Greek community.
- We provide authentic multicultural care and services with a focus on the Greek community.
- We proactively support seniors in maintaining their Greek identity and cultural values.

Excellence

- We strive to improve and do the right things right.
- We welcome feedback and commit to improving.
- We engage with partners to develop and adopt best practices.

Teamwork

- We respect diversity.
- We strive to develop and build strong teams that work with residents, families, tenants and the community to achieve common goals.
- We support staff to achieve expertise in senior's care.

Commitment

- We are committed to providing quality, resident centred care.
- We are all ambassadors for the Home.
- We are dedicated to providing a safe environment.

Strategic Directions and Goals

Enrich Outstanding care and service

Strategic Goals

- Cultivate an exceptional quality of life experience for seniors
- Expand community services for the Greek Community

Hellenic provides excellent care and service for its seniors but realizes that providing quality of life experiences goes beyond providing care and services. It is about expanding programs into the community and inviting the community into the home. It is about enhancing resources to offer unique experiences for seniors and most of all it is about providing healthy and supportive relationships that validate seniors' quality of life as defined by them.

Drive Excellent Performance

Strategic Goals

- Adopt technology and best practices to enhance performance
- Enhance communication systems to provide key information effectively

There is an unprecedented surge in technology that is available in healthcare. Using various technologies can assist Hellenic in monitoring and achieving better health outcomes, in attracting and retaining staff and volunteers and reducing workload. Our goals focus on adopting technology to monitor our performance, adopt best practices and improve communication with our stakeholders.

Cultivate Excellent People

Strategic Goals

- Create a destination of choice for employees
- Expand people's knowledge and skills to meet the changing needs of residents

Hellenic strives to be a good employer and recognizes the increasing challenges in hiring and retaining staff in a highly competitive market. The leadership team will focus on determining what employees are looking for in an employer in order to attract and retain qualified employees. With the increasing needs of seniors comes an opportunity for employees to increase their scope of practice and expertise. Hellenic will focus on providing these opportunities to support employee's ongoing growth.

Expand ongoing innovation

Strategic Goals

- Strengthen stability and safety for the future
- Expand the Campus of Care to better serve residents and their families

Ensuring the safety of our records, our people, our buildings, and our future is a key focus for Hellenic. The Leadership team understands the risks facing our environments and will work with experts to ensure risks are minimized. As the seniors' population continues to grow, it is important that there is sufficient accommodation to support this growth. Hellenic's strategic goal aligns with the Ministry of Long Term Care strategic direction of ¹"building, modern, safe, comfortable homes". Hellenic will provide a better health care experience by connecting seniors to convenient long term care options in their community with the addition of long term care beds in Scarborough and hopefully an expansion of the existing home in Toronto.

Nurture Dynamic Partnerships

Strategic Goals

- Expand partnerships to positively impact senior's care.
- Utilize community and academic resources for education and support

On its own, Hellenic cannot be everything to everyone. However by seeking partnerships and alliances with community connections, academic institutions, and experts in many fields, it can support seniors, employees and families. Hellenic will work with stakeholders as partners to establish respectful relationships that benefit all.

The operating plan outlines activities that will be undertaken to achieve the Strategic Directions and Goals and ultimately our vision of being "The Jewel of the Greek Community".

¹ Published plans and annual reports 2023-2024 Ministry of Long-Term Care

**Hellenic Home for the Aged
Board of Directors 2023-2026**

John C. Fanaras	President and Chair
Alexander Alexakis	1st Vice-President
Basil Carayannis	2nd Vice-President
Michael Lagopoulos	Treasurer
Constantine Alexiou	Secretary

Directors

James Karas
Steve Mirkopoulos
Mike Neroulas
Tom Noitsis
Tom Tsiokos
Peter Xenias

Hellenic Home for the Aged Inc. consists of Hellenic Home for the Aged in Scarborough, Hellenic Care for Seniors in Toronto and an Adult Day Program and Housing in Toronto.

Ex-Officio Board Members

Irene Dotsikas	Ladies Auxiliary – Hellenic Home
Betty Skoutakis	Greek Community of Toronto

Hellenic Home for the Aged Inc. consists of Hellenic Home for the Aged in Scarborough, Hellenic Care for Seniors in Toronto and an Adult Day Program and Housing in Toronto.