



villa colombo

STRATEGIC PLAN 2017-20





MISSION

We serve our Italian community, residents and elderly clients by providing the care they need to enjoy life to the fullest with dignity and independence in a safe, secure and home like environment.

VISION

Our community's trusted provider of exceptional care

VALUES

Italian Heritage and Culture

We are guided by the principles of our Italian Heritage and Culture

Honesty/Integrity

We value truthfulness, sincerity, tolerance, compassion and ethical behaviour

Excellence

We strive for the best and demand quality work

Accountability

We are responsible, engaged and willing to account for our own actions

Teamwork

We are supportive, inclusive and make each individual feel valued

Innovation

We are creative, solutions-oriented and open to change and improvement

Trust

We are respectful, honourable and reliable; and promote open, direct communication

STRATEGIC PRIORITIES

1. Continuously improve our delivery of quality care

We will provide client-centered services; ensuring safety, security and enjoyment of life for our residents and at home clients by continuously improving processes, performance and outcomes. We will do this by:

- Adapting to the changing clinical care requirements of our residents and clients.
- Providing the individuals in our care and their families with the information they need for their journey through the process of ageing.
- Strengthening existing partnerships and developing new partnerships to expand the range of services and optimize performance.
- Continuing to improve our performance with regards to governance and leadership.

2. Foster a culture that enables employees and volunteers to excel in the delivery of exceptional care

To deliver exceptional care and service, we must ensure a supportive working environment in which staff and volunteers excel. We will support a leadership model that inspires teamwork and organizational excellence. We will do this by:

- Implementing people strategies that support the delivery of quality care and our organizational objectives and support our staff and volunteers, the backbone of our operation, to build professional skills, work together effectively and perform with passion, dedication and commitment to serve the needs of our residents and clients.



3. Enhance and expand Community Services to meet our community's changing needs

The composition of the Italian community we have served for decades is changing. Our population of seniors and their diverse needs are growing and we need to enhance and expand our community services to meet these needs. We will do this by:

- Seeking every opportunity to augment our array of services to help elderly Italian-Canadians maintain an independent lifestyle and stay at home as long as possible.
- Partnering with other providers to augment and enhance our services.

4. Develop and implement a financially sustainable business model

Our positive financial performance will be further strengthened to ensure financial viability and strategic flexibility. It will be supported by proactive financial planning, partnership creation, accessing sources of capital, expanding government revenue, using our resources wisely, and effectively achieving profitable operational performance. We will do this by:

- Continuing to ensure operational effectiveness and efficiency to build capital and a reserve fund.
- Pursuing and securing alternate sources of funding such as fundraising, donations, partnerships, grants and new government program funding.

5. Continue to upgrade our facilities

Long-term decisions must be made regarding the viability and use of our facilities. A focused effort to upgrade facilities is essential to ensure a safe, secure, home like environment in compliance with legislative and long term care facility standards. The older Fusco wing is our first priority, as it is reaching a critical point in terms of appearance, capacity and safety. We will do this by:

- Evaluating redevelopment options considering both short term and long term needs and implications.
- Creating a detailed plan to achieve the preferred option.
- Working collaboratively with Villa Charities, the Ministry of Health and Long-Term Care and other partners.

Long Term Care Home

Villa Colombo is a 391 bed accredited, not for profit long term care facility for short stay and permanent residents. Residents enjoy a meaningful and continuing relationship with their families, other residents and the community. A variety of activities form the basis for an active and balanced life while honouring the Italian Canadian culture.

Community Services

Adult Day Programs

The programs provide stimulating activities in a culturally sensitive environment to individuals (over 50) of Italian origin suffering from cognitive impairment due to Alzheimer's disease, the ageing process, other diseases or brain injuries.

Centro Anziani and Meal Programs

Culturally and linguistically sensitive staff provide the Italian community with information, intervention and referral services.

Elderly Persons' Centre

The Elderly Persons' Centre (E.P.C.) is designed to reach out to seniors over 55 years of age living in the community. For an annual fee, seniors are invited to participate in programs and services offered in the Day Program.

Frail Elderly Centre

Seniors living in the community who are isolated at home due to illness, stroke, frailty or neuromuscular impairment can enjoy a supervised social environment by participating in the Frail Elderly Centre Day Program.

Supportive Housing and Assisted Living Projects

Villa Colombo Community Services' Supportive Housing and Assisted Living Projects were established to assist seniors living in Casa Del Zotto, Caboto Terrace and Casa Abruzzo with activities of daily living in order to remain independent.





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