

TRANSFORMING PATHWAYS

2019 -2023 STRATEGIC GOALS

OUR VISION

Exceptional and compassionate care.
Everyone. Everywhere. Every time.

OUR MISSION

We help people and families live well
from diagnosis to bereavement.

WE VALUE

Compassion. Dignity. Respect.
Integrity. Acceptance.



Invest in our team
of volunteers and staff,
innovative ideas
and opportunities
to strengthen our
organization now and
for future generations.

Continue supporting
and engaging our team
members to strengthen
relationships and
collaboration across
departments and
community partners.

Continue ensuring that
decisions, policies,
processes and practices
manage risk,
promote safety, quality
improvement, and
optimal operations.

Continue planning for
sustainable services and
the organization's
financial health.

Continue demonstrating
strong governance,
accountability and
leadership through full
organizational
accreditation.

Continue sharing best
practice, expertise,
business intelligence
and learnings from
our experience.



Through
partnerships,
we will pursue
opportunities for
integration and
collaboration to meet
the emerging and
diverse needs within
our community and
tackle inequities.

Continue addressing
and removing barriers
to accessing hospice
palliative care services
to ensure equity for
all ages, genders,
sexual orientations,
languages, cultures,
religions, illnesses and
living circumstances.

Continue working
toward a better
understanding how
to deliver culturally
safe and competent care.

Continue planning to
provide hospice
palliative care closer
to home for people
and families in Niagara.

Continue improving
care pathways for
seamless transitions
to our programs
and services.

EXTEND OUR REACH



Strategically
leverage
resources to better
address our clients'
needs and increase
support to
family caregivers.

Continue engaging
caregivers in
co-development of
services and
resources.

Continue growing
the network
of organizations
that provide support
for family caregivers
to better coordinate
and address
service gaps
across the region.

Continue learning more
about the barriers
experienced in
accessing hospice
palliative care.

STRENGTHEN OUR IMPACT



Advantage
educational
opportunities to
help people better
understand the value
of our services and
the importance of
conversations that
normalize death
and grief.

Continue our community
conversations about
death and grief.

Continue promoting
opportunities for earlier
advance care planning,
no matter where care
is taking place.

Continue increasing
access to educational
material that will
help people understand
our programs and
services and make
informed decisions
about their care.

Continue developing
and sharing educational
material, courses and
experiential learning
opportunities with
the professional
community.

IMPROVE AWARENESS AND EDUCATION

INSPIRE EXCELLENCE AND INNOVATION

OUR PROMISE

We are Niagara's trusted leader in providing
hospice palliative care. We care about what
matters to you to live well. **You are not alone.**

HOSPICE NIAGARA
helping you live well