

Mission

We are committed to providing support that enhances quality of life for all members of the community



Land O'Lakes Community Services
Pine Meadow Nursing Home

Vision

We are dedicated to providing a unique and loving home for those who are in need of specialized care. We recognize and nurture the essence and integrity of the individual, striving to be on the leading edge of evolving needs of those we care for. We are committed to continuous quality improvements, focusing on providing ethical care, empowerment and education and to promote an enriched quality of life for our residents.

STRATEGIC PLAN 2025-2026

Strategic Themes

Operational Excellence

Risk Reduction

Customer Centered

Safety Culture

Strategic Results

Process and services are executed in a timely, accurate, value-added and cost effective manner that exceeds stakeholder expectations.

Risk reduction is a priority and an area that necessitates continuous attention. Areas of risk are identified, and mitigation plans are created and implemented in a timely manner.

We exceed our customers' expectations in all areas of services provided. When making decisions, our customers' needs and requirements are a central consideration.

Safety is embedded in all our processes to ensure we provide our customers and employees with a safe environment to live, work or visit.

Financial

Demonstrate financial stewardship

Reducing /avoiding unexpected hardship

Maximizing occupancy rates and MLTC Funding

Reducing Lost Time claims

Customer & Stakeholders

Meeting all legislated requirements and stakeholder agreements

Ensure all mitigations plans are implemented and understood

Increase Employee engagement / customer satisfaction

Develop a strong culture of safety for all stakeholders

Internal Process

Exceeding all Quality Indicator targets

Implementation and adherence to policies and procedures

Increase opportunities for resident-centred care

Minimize the number of incidents

Learning & Growth

Continued focus on innovation and being a learning organization

Effective and timely onboarding and continuous training of employees

Employee effectiveness and job satisfaction

Increase active participation in health and safety programs