

Partners Community Health

2026-2030 Strategic Plan

Reimagining the Future of Integrated
Seniors and Aging Care



Glossary

The following definitions help clarify key terms used throughout this strategic plan. They reflect the language Partners Community Health (PCH) uses when describing care, services, and the people we serve.

Aging Adults

Adults who may benefit from varying levels of health, wellness, and community support as their needs change over time.

Aging Care

Supporting seniors and aging adults to maintain their physical, mental, and social well-being so they can live fulfilling and active lives.

Aging in Place

The ability for seniors and aging adults to remain in their homes or communities with the services and supports they need to live safely, independently, and with dignity.

Clients

Individuals who receive community-based services or programs including through PCH's Integrated Seniors' Hub.

Community Care

Health, wellness, and social services delivered beyond PCH's sites that help individuals remain supported and connected in the community.

Connected Care

An approach to care that strengthens connections between healthcare, wellness, and community services so seniors and aging adults can access the right supports within their communities.

Integrated Care

A collaborative approach where different healthcare professionals and teams work together to coordinate services and deliver comprehensive care.

Integrated Seniors' Hub

A welcoming and inclusive space bringing together healthcare, wellness programs and social activities for seniors and aging adults in Mississauga, including those waiting for long-term care.

Loved Ones

The people who support and care for seniors, aging adults, residents, or clients. This could be family members, friends, or other trusted individuals including power of attorney.

Residents

Individuals who live in one of PCH's long-term care homes and receive ongoing care and support.

Seniors

Adults typically aged 65 and older who may benefit from health, wellness, and community supports as part of the aging journey.

TeamPCH

The collective community of staff, physicians, volunteers, students, and partners who work together to deliver care and services at Partners Community Health.

Wellbrook Place

Two long-term care homes (Wellbrook Place East and Wellbrook Place West) with a combined 632 beds operated by PCH and located in Mississauga.

Message from our Board Chair and President and CEO



Jeff Lozon
Board Chair



Tess Romain
President & CEO

At Partners Community Health (PCH), our purpose is clear: to deliver exceptional care and support to seniors and aging adults and their loved ones, today and into the future. As their needs continue to evolve, so must we.

This strategic plan sets a clear direction for how we will strengthen our workforce, deepen our partnerships, and continue **reimagining the future of integrated seniors and aging care**.

The 2026–2030 Strategic Plan was shaped through **meaningful engagement** that included the voices of residents, clients, loved ones, staff, physicians, leaders, and community partners. Their insights, feedback and experiences helped inform our path forward. We are grateful to those who took the time to share their perspectives and for their shared belief in our vision for the future of aging care.

Looking ahead to 2030, we will be guided by **four strategic priorities**:

- Elevate our people for the future
- Deliver high-quality care
- Drive connected care for seniors and aging adults in the community
- Advance academics and research in aging care

These priorities focus our efforts where they matter most and will be enabled by **sustainable growth, partnerships, and digital transformation**.

We are investing in our people, strengthening resident and client outcomes, connecting people with the services they need across their aging journey, and advancing learning and innovation. This strategy brings alignment to our work, ensuring that new initiatives and investments support a shared and purposeful direction.

We are committed to taking meaningful, **measurable steps** toward achieving these goals, and look forward to **sharing our progress and celebrating milestones** together as we advance this work.

Together, we are shaping a future where people can age with dignity and choice. Thank you for the role you play in bringing this vision to life.



VISION

To honour lives and choices and deliver seamless care.



MISSION

We are committed to building strong partnerships that put people first, a learning and leading healthcare community, and best-in-class service across the aging continuum.



VALUES

Compassion – we care for all people with respect, dignity, and empathy

Excellence – we provide high-quality care with an optimal experience in a learning environment

Inclusivity – we bring diversity, equity, and cultural appropriateness into everything we do

Creativity – we are innovative and embrace new and different ideas

About Partners Community Health

Partners Community Health (PCH) is a **not-for-profit, charitable organization** transforming how seniors and aging adults experience care in Mississauga and West Toronto. By connecting **healthcare, wellness, and community services**, PCH is building an **integrated system of care that puts people first**.

PCH currently operates **Wellbrook Place**, two long-term care homes (Wellbrook Place East and Wellbrook Place West) and **Integrated Seniors' Hub** at 2180 Speakman Drive in Mississauga. Together, our 632-bed homes and community-based services are part of a broader strategy to deliver **innovative, inclusive programs and forward-thinking models** of care that respond to the evolving needs of seniors.

**Reimagining
the Future
of Integrated
Seniors
and Aging Care**

How This Strategic Plan Was Developed

The **2026–2030 Strategic Plan** was shaped through a comprehensive engagement process designed to capture the diverse perspectives of our stakeholders. Over several months, we spoke with residents, clients, loved ones, staff, physicians, community partners, and Board members through surveys, interviews, and facilitated discussions. The feedback collected ensured that the Strategic Plan reflected the lived experience of our community and the long-term care environment in which PCH operates.

The Strategic Plan tagline **‘Reimagining the Future of Integrated Seniors and Aging Care’** reflects our commitment to innovative, connected and person-centred approaches that meet the evolving care needs of seniors and aging adults. It highlights our focus on forward-thinking solutions, from integrated care models to digital tools, that empower them to live with dignity, independence, and choice.

This work will be enabled by:



Digital Transformation: We will use technology to fundamentally change how we operate, deliver value and differentiate ourselves. Across our priorities we will enable innovation through digital technologies to streamline operations, enhance staff and resident experience and build for the future.



Sustainable Growth: Drive long-term enterprise value by embedding sustainability into core business operations, ensuring resilient financial performance, responsible resource use, and alignment with stakeholder expectations.



Partnerships: We will successfully realize our strategic objectives through a continued focus on collaborative efforts, clear communications and a commitment to shared goals such as improved person-centred outcomes and quality of life.

The 2026–2030 Strategic Plan was informed by:



750+

staff, physician and volunteers



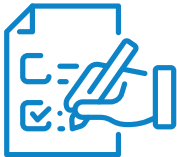
20+

facilitated engagements with stakeholders including Board of Directors, staff, physicians, residents, clients, loved ones, and community partners



700+

residents and loved ones



180

survey responses from staff, physicians, residents, clients, loved ones, students, volunteers and community partners



4

months of consultations and engagements

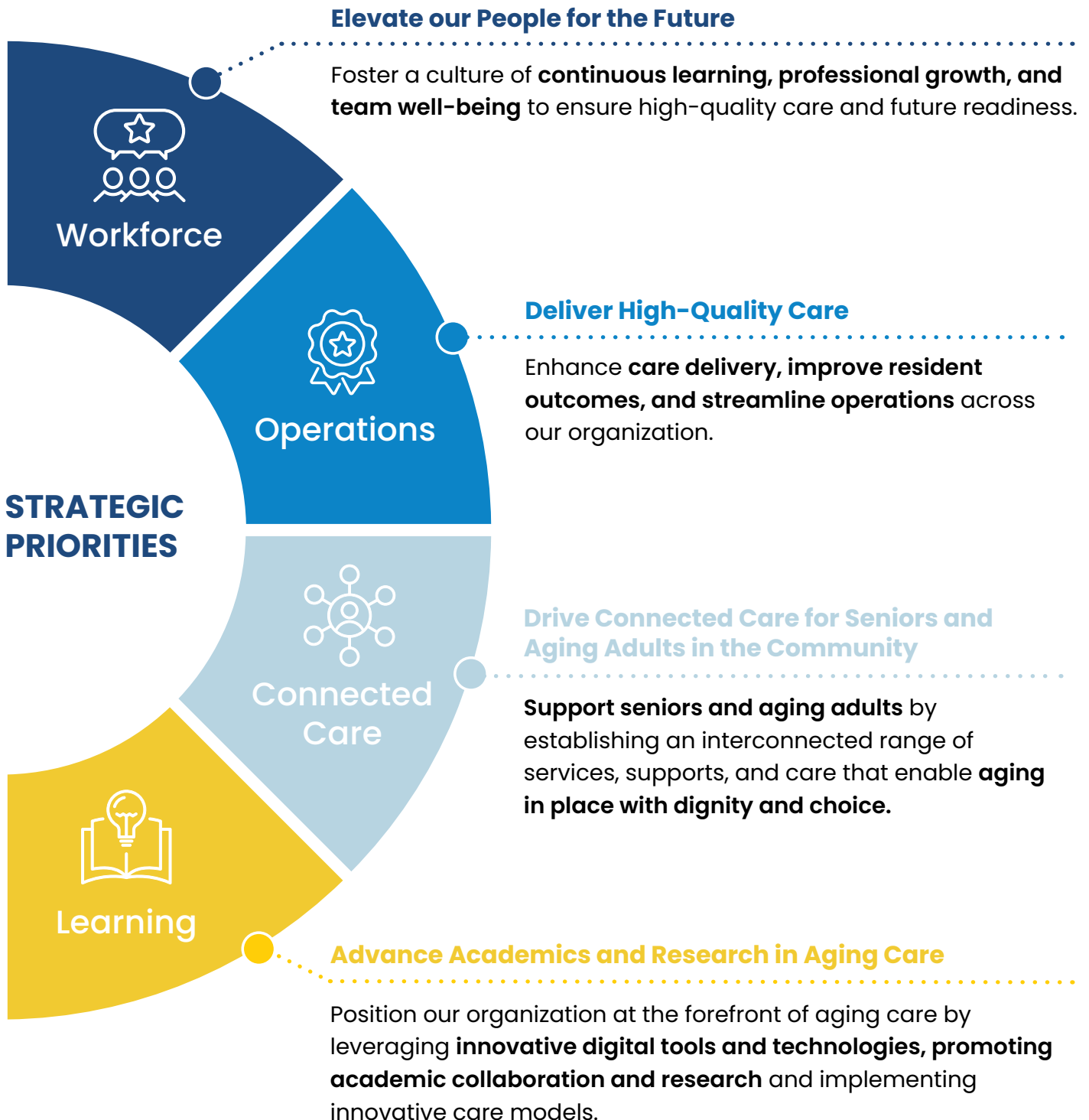
What we heard most often:

- Strengthen workforce support and retention
- Expand specialized programs for complex seniors
- Provide high-quality care for residents and clients
- Improve care coordination and navigation
- Invest in digital and innovation

2026–2030 Strategic Plan

At a Glance

Reimagining the Future of Integrated Seniors and Aging Care





Elevate our People for the Future

Great care begins with great people. When our teams feel valued, equipped, and empowered, they bring skill, compassion, and confidence to every interaction.

Elevating our people means **fostering a culture of continuous learning, professional growth, and team well-being** to ensure **high-quality care** today while preparing for the needs of tomorrow.

By investing in our workforce, we strengthen the consistency, experience, and future readiness of care across our communities. This commitment helps us **attract and retain** talent while ensuring residents and clients receive consistent, high-quality care now and into the future.

When we invest in our people, we strengthen every moment of care.

By 2030, we are committed to:

- Supporting a **values-driven and engaged workplace culture** through focused efforts on wellness, recognition, diversity and inclusion
- Developing **a comprehensive learning and development program** to train leaders, formal and informal caregivers, as part of interprofessional teams
- **Attracting and retaining top talent** through enhanced recruitment, retention and career development



Be recognized as a top employer

Deliver High-Quality Care

Enhancing care delivery, improving resident outcomes, and streamlining operations

are central to our mission. When our teams focus on clinical excellence, innovative care models, and operational efficiency, residents and clients experience safer, more effective, and more personalized care.

By **expanding specialized programs, standardizing care processes,** and **leveraging digital tools,** we ensure residents and clients receive consistent, exceptional care while operations run efficiently across the organization. This approach strengthens outcomes, supports staff in delivering their best work, and reinforces our commitment to being a leader in quality aging care.

When care meets the highest standards, residents and clients thrive.



By 2030, we are committed to:

- Delivering high-quality outcomes through clinical and care excellence by **exceeding provincially-reported benchmarks**
- **Expanding models of care and specialized programs and services** to meet the diverse and holistic needs of complex seniors and aging adults
- Driving **standardized and optimized care delivery** supported by digital transformation



Be a leader in care delivery and experience



Drive Connected Care for Seniors and Aging Adults in the Community

Supporting seniors and those on the aging journey means providing a connected range of services, supports, and care that allow them to age in place with dignity and choice.

By strengthening connections across current and future sites, enhancing programs to meet diverse and complex needs, and using digital tools to streamline care and advance navigation, we are creating a more integrated system of support. This approach improves access and ensures seniors and aging adults experience a smooth, coordinated journey as their needs change over time.

When care is connected, seniors and aging adults are supported every step of the way.

By 2030, we are committed to:

- Developing and operationalizing an **integrated aging campus model** that connects care, wellness, and community services across current and future sites
- Integrating digital and AI-driven tools to **streamline coordinated care planning and enhance navigation** capacity for seniors and aging adults throughout the community
- **Growing and enhancing program and service offerings** to meet the diverse and complex needs of adults throughout the aging continuum



Be a hub for integrated aging care



Advance Academics and Research in Aging Care

Positioning our organization at the forefront of aging care means **leveraging innovative digital tools and technologies, strengthening academic collaboration and research, and implementing forward-thinking care models.** Through a strong focus on learning and clinical excellence, we are building an environment where knowledge, innovation, and practice continuously inform one another.

By deepening **academic partnerships**, expanding interprofessional **learning opportunities**, and strengthening our foundation as a **centre for research and innovation**, we are enhancing skills development and supporting new models of integrated care. This commitment ensures that innovation is practical, evidence-informed, and focused on improving care for seniors and aging adults.

When learning and innovation lead the way, care evolves for the future.

By 2030, we are committed to:

- Becoming a **recognized academic, research and innovation centre** with a focus on skills development, continuous applied learning and clinical excellence
- Being the **preferred academic partner** for interprofessional team-based care fostering broader collaborations beyond traditional placements
- Building foundation to become a learning environment to develop and support **new and enhanced models of integrated care** including digital innovation for seniors and aging adults



Be a partner of choice for learning, innovation and research in aging



Stay connected with us



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