



Senior Peoples' Resources In North Toronto Inc.

## Our Strategic Plan (2010-2013)

In all we do, we are guided by these 6 strategies:

**SERVICES:** SPRINT will provide a broad basket of integrated, client-centred services to older adults and their families. We will further develop our health & wellness programs. We will build our capacity to provide care for clients with more complex needs, for younger seniors, and for seniors who identify as Lesbian/Gay/Bi-sexual/Transgender.

**FUNDING:** SPRINT will ensure adequate funding is available to support client services, human resources -- both volunteer and paid staff -- and an effective and efficient organization. We will ensure adequate financial reserves are available for future viability while promoting innovation and new initiatives.

**CONTINUOUS QUALITY IMPROVEMENT:** We will continuously improve the quality and safety of client services. We will promote a safe and healthy work life for staff and volunteers. This is at the core of all we do.

**SAFETY:** Safety is a strategic priority at SPRINT. We will continuously work to improve client safety.

**COMMUNITY ENGAGEMENT & SECTOR TRANSFORMATION:** SPRINT will seek feedback from our clients and community to ensure we understand and are responsive to local needs. We will engage with current and new partners to help transform the health care sector for easier access to services, improved integration between service providers, and help our clients experience seamless service.

**INFRASTRUCTURE:** SPRINT will allocate resources effectively and efficiently to ensure sufficient organizational capacity to achieve our goals, mitigate our risks and maintain our profile in our sector. When needed, we will re-allocate resources to improve continuity and integration among health care providers and facilitate access to services.



## Our Values

In all we do, we are guided by these core values:

**Client-Centred care:** *putting clients and families first*

**Accessibility:** *providing timely and equitable service*

**Respect:** *valuing the dignity and intrinsic worth of every individual*

**Effectiveness:** *doing the right thing to achieve exceptional outcomes*

**Safety:** *Keeping people safe: clients, staff, volunteers*



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