

Bonnechere Manor

Vision: Leading excellence in service delivery

Mission: With a person-centred approach,
Bonnechere Manor is a safe and caring community
to live and work



Innovation in Quality Improvement

Growing programs and services in a creative manner based on the needs of the community.

Safe & Healthy Workplace

Positive work-life balance promotes an environment conducive to high satisfaction, quality and productivity.

Collaboration

Working with partners to ensure a wide spectrum of services and supports are available to residents, both current and future.

Honesty and Integrity

Professionalism

Client Services Orientation

Focus on Results

Miramichi Lodge

Vision: Leading excellence in service delivery

Mission: With a person-centred approach,
Miramichi Lodge is a safe and caring community to
live and work



Innovation in Quality Improvement

Growing programs and services in a creative manner based on the needs of the community.

Safe & Healthy Workplace

Positive work-life balance promotes an environment conducive to high satisfaction, quality and productivity.

Collaboration

Working with partners to ensure a wide spectrum of services and supports are available to residents, both current and future.

Honesty and Integrity

Professionalism

Client Services Orientation

Focus on Results

Engaged Key Stakeholders

- Residents, Families and Councils
- Staff
- Volunteers
- Elected Representatives
 - Strengths and opportunities for growth
 - In what ways would you like to see the Home evolve over the next five years?

What is a Strategic Map?

- A communication tool that makes the strategy of a system understandable to all stakeholder
 - Clients
 - Staff
 - Governors
 - Funders

Why use a Strategic Map

- Allows for multiple departments, programs and services to articulate and assume a shared strategy. Creates alignment and focus
- Defines specific and measurable outcomes that meet Accreditation and the Ministry of Long-Term Care's requirements for accountability and transparency
- Works well in long-term care environment with competing and unplanned priorities

Current Realities

- Long-term care is highly regulated
- Resources, both financial and human, are limited
- The expectations of residents and families are increasing
- Staff satisfaction is important to the provision of care and service