



*Palliative Care ... It's all about living*

## Strategic Plan 2013-2015

Developed by the Board of Directors and Staff  
November 23/24, 2013

## PalCare Network

PalCare is committed to offering high quality palliative education programs for primary caregivers, volunteers and the health care community. It is our vision that every citizen of the Central Local Health Integration Network (C-LHIN), living with a life threatening illness will have easy access to high-quality hospice palliative care. PalCare Network for York Region is a registered Canadian charity, operating under charitable business number 11907 5885 RR0001.

PalCare Network fulfills three key roles in Central LHIN, essential to Hospice Palliative Care:

1. The development and delivery of ongoing education programs in palliative care for the healthcare community, volunteers and primary caregivers, which is partially funded by the C-LHIN.
2. The development and maintenance of a regional network of support and resources for hospice palliative care agencies.
3. Assist the seven visiting hospices in York Region to provide services in the community. Funding for the Caregiver Support-Hospice Visiting Program has been provided by the Central Local Health Integration Network (C-LHIN).

### Strategic Planning Participants

#### Board of Directors

Dr. Roohullah Shabon, President

Mr. Kasra Fard, Vice-President

Ms. Barb Gray, co-Secretary

Ms. Shannon Landry, co-Secretary

Mr. David Porter, Treasurer

Dr. Natasha Zajc, Past President

Mr. Remy Milad, Director

#### Staff

Ms. Susan Carr, Executive Director

Ms. Kathy Duncan, Education Facilitator

Ms. Linda Adler, Financial Assistant

## Executive Summary

Through a two day process of education, self-reflection, relationship and team building, environmental evaluation and historical overviews, the Board of Directors of the PalCare Network has developed this three year Strategic Plan.

The most pressing issues of the organization were taken into account as the group decided on which goals they would focus. The top three goals as chosen by the group were:

- To ensure quality care is provided by participants and partner organizations.
- To create a Board recruitment manual and develop a Board evaluation tool.
- To ensure the role of PalCare is clear to all of its stakeholders; raising its profile in the community for sustainability and a greater pool of volunteers.

Each of these goals has a Champion, who will lead the operationalization and implementation plans, and push toward accomplishment. The immediate tasks for each goal Champion are to meet with her /his team and to development their plans, with targets and timelines. As Executive Director, Susan will join each of the work groups for consultation and support.

The organization's Vision and Mission have been revised to reflect current values and activities.

Once finalized and approved by the Board of Directors, it is recommended that the organization seek stakeholder feedback and involvement in implementation and ongoing review.

## **Our Vision**

**To foster high quality and compassionate  
Hospice Palliative Care to all.**

## **Our Mission**

**To empower care providers through high quality education and  
collaborative partnerships.**

**Our education focuses on all aspects of a person's life.**

**Our partnerships cultivate client-centered, equitable access to  
Hospice Palliative Care in our diverse communities.**

# Organizational Strategic Directions

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To ensure quality care is provided by participants and partner organizations.

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To ensure the role of PalCare is clear to all of its stakeholders; raising its profile in the community for sustainability and a larger pool of volunteers.

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To create a Board recruitment manual and develop a Board evaluation tool.

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