

# COMMUNITY PARTNER *update*

peopleCare  
communities

Nov/Dec 2023

## Embracing the turning point: Reflecting on peopleCare's impactful 2023

**2023 was quite a year!** As a values-based organization with a foundation of operational excellence and focus on quality outcomes, peopleCare went above and beyond to exceed the expectations of our residents, staff, families and partners. As a visionary, strategic and nimble organization, we were also uniquely positioned to fully embrace the opportunities arising from an unprecedented time of transition for our sector and health system.

**We were thrilled to see high rates of resident, family and staff satisfaction** this year thanks to strategies focused on wellness, engagement and creating high quality experiences in our retirement and long-term care Homes. This includes new resident and family experience education for our staff as part of an enhanced approach to admissions that also includes a focus on digital efficiencies, virtual care, ethical support and adoption of clinical best practices for LTC.

Read [Proud to help spread RAO Clinical Pathways across the province](#)

In the first 60 days of 2023, we welcomed nearly 60 additional residents to our new peopleCare Meaford LTC Home. **We've continued pushing the nine planned projects in our robust development pipeline along an accelerated pathway**, building strong relationships with municipal partners, lenders, and contractors. Shovels are already in the ground in Tavistock, Kitchener and Delhi, and we're ready to move ahead in numerous other communities in 2024. Our focus remains on efficient designs that create beautiful Homes for both residents and staff.

Read [Opening a new LTC Home takes planning, purpose, partnerships](#)

**We continued to shape the changes that directly impact our sector.** We informed new LTC legislation and standards, advocated at provincial advisory tables, and shared lessons learned at sector, health system and municipal conferences. We piloted technology and processes to improve efficiency and care. We also created new solutions to our health human resource challenges that have the potential to become leading practices for our sector: recruiting overseas, advocating for immigration pathways, innovating agency partnerships and more.

Read [Hiring Internationally Educated Nurses helps build HHR talent pipeline](#)

**Having exceeded 100% of the requirements, we've once again achieved Accreditation with Exemplary Standing**—an extraordinary accomplishment and the highest award possible under the rigorous Qmentum program. Earlier this year we celebrated a decade as one of Canada's Best Managed Companies. As a visionary, family owned organization dedicated to changing the world of senior living, peopleCare is thrilled to have earned these noteworthy distinctions and demonstrated our unwavering commitment to excellence.

Read [Senior living trailblazer peopleCare earns exemplary accreditation status](#)

**Our annual Beyond Ourselves campaign was a resounding success.** The \$100,000 peopleCare raised is even more impactful thanks to government and foundations who amplify the funds by 5 to 7 times! In our communities, our caring staff generously volunteer time and effort, raising funds for causes they care about. On a global scale, our efforts support MEDA, empowering women, families, and entire communities in developing countries.

Read: [peopleCare gives back on Giving Tuesday](#)



[www.peoplecare.ca](http://www.peoplecare.ca)

Community Partner Update page 1 of 2

Let's get social



**As we reflect on the past year, some of the most meaningful moments are those in which we felt the positive shift in our collective energies.** As we found new ways to engage staff, support their wellbeing and connect them to our Mission, Vision and Values – our organization is lifting up, with even more focus on providing person-centred care and meaningful experiences.

Read [Congratulations to peopleCare's 2023 Values Award Winners](#)

**peopleCare is embracing this turning point.** Over the latter half of this year we engaged our retirement and LTC residents, families, staff and partners in a strategic planning process to help envision an inspired future. In 2024 we look forward to launching our new roadmap, that aligns with our commitment to service and social impact, leverages our collective strengths and aspirations, and builds momentum as we continue to lead our organization through significant transformation in a transformative time in the world.

Read [Community engagement the big story behind 2023 Walk to Wellness](#)

**We are grateful for the unwavering support of our many community partners.** Your ongoing collaboration with our dedicated, purpose-driven team members has enabled so many of our most impactful accomplishments in 2023. For this, we extend our heartfelt appreciation and most sincerely look forward to all that we will achieve, together, in 2024.



**Wishing you a joyous  
holiday season and time spent  
with family and friends.**

Visit [www.peoplecare.ca](http://www.peoplecare.ca) for more top stories of 2023



BEST  
MANAGED  
COMPANIES

[www.peoplecare.ca](http://www.peoplecare.ca)

Community Partner Update page 2 of 2

Let's get social

