

LUTHERCARE COMMUNITIES

2024-2028 ROADMAP





LAND ACKNOWLEDGEMENT

We acknowledge LutherCare Communities' (LCC) work reaches lands covered by Treaties 4 and 6, the traditional territory of the Cree, and the homeland of the Métis.





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A WORD FROM OUR BOARD CHAIR

With a clear vision for the future combined with an experienced and engaged Board of Directors and Executive Leadership Team (ELT), LutherCare Communities is poised to explore and innovate to meet the existing and emerging needs of our community. To achieve this, a robust roadmap is crucial to guide us toward our goals.

LutherCare's Board and the ELT will work together using our extensive experience to build on our strong foundation. This experience and collaboration will allow us to engage in fulsome discussions, resulting in well thought out decisions on behalf of LutherCare's operational leaders, as they diligently work to execute our vision of a safe and caring Continuum of Living™ for all.

As we look to the future, the Board will continue to support leadership at the strategic level as we move forward in building a flourishing organization rooted in our values of providing compassionate care, excellence in serving, inclusion and belonging and integrity.

On behalf of the Board of Directors, we are blessed to serve LutherCare, our stakeholders, beneficiaries, Team Members, and community.

In faith, hope and service,

MONICA KREUGER, BOARD CHAIR



A WORD FROM OUR CEO

A safe and caring Continuum of Living™ for all. In the spirit of fostering a resident-first culture, LutherCare conducted a stakeholder engagement to implement feedback into the creation of LutherCare's five-year Strategic Plan. This work was instrumental in guiding our leadership teams and Board of Directors in developing a roadmap and establishing a plan to deliver on the priority areas identified in the Strategic Plan. The plan offered four key priority areas: Quality of Living, Impactful Partnerships, Innovation in Talent, and Organizational Stewardship.

- **Quality of Living**
 - How can we better support residents in terms of safety, access to medical needs, transportation and recreation?
- **Impactful Partnerships**
 - How do we strengthen our relationships with Saskatchewan Health Authority, Saskatchewan Housing Corporation and Ministry of Social Services?
 - How do we diversify our partnerships?
- **Innovation in Talent**
 - How do we respond to recruitment and retention challenges?
 - How do we support our Team Members to upgrade and adapt their skills and grow their careers within LutherCare?
 - How do we attract a diverse and representative workforce?
- **Organizational Stewardship**
 - How do we ensure we are fiscally sustainable and here for generations ahead to serve the people of Saskatchewan?

To operationalize these goals we have developed a roadmap to guide our work over the next four years. As LutherCare continues to evolve, it is crucial that we are intentional with our priorities to ensure we can actively evaluate how we will continue to exceed our goals.

Sincerely,

GABE LAFOND, PRESIDENT & CHIEF EXECUTIVE OFFICER



VISION

A safe and caring
Continuum of Living™ for all.

MISSION

To provide excellence in care, shelter
and support in a nurturing Christian
environment for all entrusted to our care.

VALUES



Compassionate Care



Excellence in
Serving



Inclusion and Belonging



Integrity

LUTHERCARE BY THE NUMBERS

1100



Residents and clients

1



LutherCare Foundation

500+



Team Members

555

suites



Independent Living:
Luther Heights
Luther Riverside Terrace
Luther Tower
Luther Place Outlook
Trinity Tower

50

suites



Intermediate Care:
Luther Heights ICH
Luther Riverside Terrace ICH
Luther Tower ICH

126

beds



Long Term Care:
Luther Special
Care Home

30

Units



Affordable Living:
Luther Family Housing

11

Locations



**Group Living
Communities:**
11 Group Homes
in Saskatoon

2

Internal Services



**Mission & Spiritual
Care**
Spiritual Care
Advocate Services

3

Support Services



Home Support:
Home Help
Wellness
Footcare

2

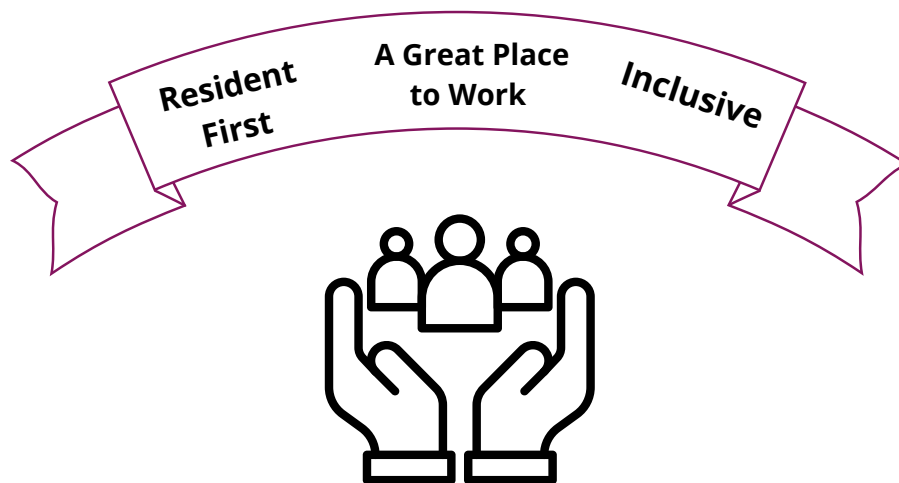
Programs



**External Seniors
Programming:**
Seniors Centre
Community Day Program



STRENGTH THROUGH OUR TEAM MEMBERS



“As experts in the processes of aging in place, LutherCare Communities has helped our family navigate the inevitable surprises, and celebrate the blessings of journeying with an aging loved one. My family remains deeply grateful for LutherCare's continuous effort, commitment, and support to caring for our loved one.”

- LutherCare Communities Retirement
Living Family member

“The Team Members at LutherCare Communities are second to none. Everyone is passionate about their work and is genuinely invested in LutherCare's mission. It is a wonderful place to be!”

- LutherCare Communities Team
Member



INTRODUCTION

The LutherCare Communities Executive Leadership Team (ELT), is pleased to present our organization's roadmap. Our roadmap provides information about our current and future state, and the path to achieving our operational goals in alignment with LutherCare's five-year Strategic Plan.

In the fall of 2021, LutherCare Communities set out to create the new five-year Strategic Plan, the purpose of which was to provide the framework for LutherCare to continue achieving our vision and mission through specific priorities that are aligned with our values. To achieve this, a stakeholder engagement process was launched that involved surveys, interviews and town halls for all stakeholders including residents, Team Members, families, and partners to help guide the future direction of the organization. As a result, four priority areas were identified: Quality of Living, Impactful Partnerships, Innovation in Talent, and Organizational Stewardship.

Once the priority areas were identified, LutherCare leadership engaged our Team Members to collaborate on the development of the roadmap, highlighting how their work aligns with each area. As such, a roadmap was presented to and approved by our Board of Directors with specific goals for 2024-2028.

As we look to the future, LutherCare is excited to implement innovations to continue in our mission of providing excellence in care, shelter and support for all entrusted to our care, and ensuring a safe and caring Continuum of Living™ for all.



**PROVIDING
EXCELLENCE
IN CARE, SHELTER
AND SUPPORT
SINCE 1955**



**ACCREDITATION
CANADA**

2024-2028 ROADMAP GOALS

Quality of Living



GOAL: Provide premium care

2024-2025 Priorities:

- Continue high performance on the third-party standards for care set by Accreditation Canada and the Canadian Association of Rehabilitation Facilities
- Achieve high resident and client satisfaction levels
- Provide dementia care that is compassionate, effective, and tailored to the unique needs of each individual
- Adapt services to attract younger seniors

Impactful Partnerships



GOAL: Strengthen partnerships with residents, Team Members, government and like-minded private organizations and the community

2024-2025 Priorities:

- Work with the Saskatchewan Health Authority to ensure that the information systems that support care are responsive to resident and Team Member needs
- Build the capacity of the LutherCare foundation and ensure strong relationships with community and private funders
- Ensure engagement mechanisms and strategies are in place to strengthen the relationship with the Saskatchewan Synod
- Continue to strengthen commitment to the Indigenous Charter and efforts to support reconciliation

Innovation in Talent



GOAL: Use a foundational approach to People and Culture to enrich diversity, inclusion and belonging

2024-2025 Priorities:

- Ensure Board processes align with best practices and demonstrate excellence in governance
- Advance LutherCare's culture as expressed in its Vision, Mission, and Values
- Achieve third-party designation as a great place to work
- Consistent access to labour needs and a strong corporate retention strategy
- Achieve high Team Member satisfaction levels
- Continue to identify opportunities to engage with organizations to help grow a representative workforce

Organizational Stewardship



GOAL: LutherCare is a viable organization with strong finances and sustainable practices

2024-2025 Priorities:

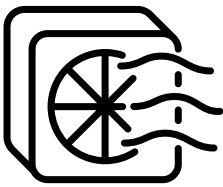
- Ensure long-term financial sustainability
- Achieve high occupancy levels
- Maintain buildings that support a high quality of living and comfort for residents and Team Members
- Ensure assets and infrastructure are optimized for efficient and effective operations, including strong cyber security practices
- Sustain an ethics program that is continuously strengthened based on feedback and best practices



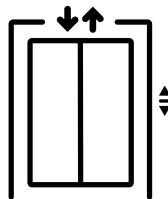
INVESTMENT IN OUR COMMUNITIES

2023-2025 Capital Spending:

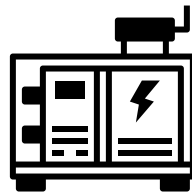
\$5,500,000.



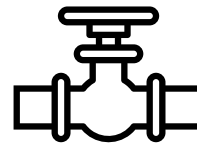
New cooling units



Elevator upgrades



New generator



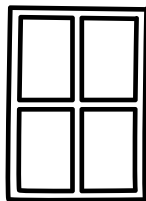
Upgraded water lines & valves



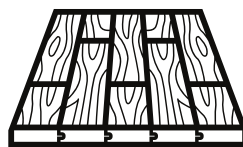
Exterior building upgrades



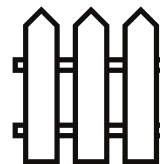
Suite modernization



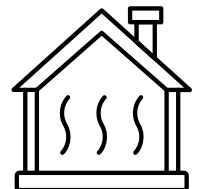
New energy efficient windows



Upgraded flooring



Upgraded fencing



Upgraded insulation

This graphic highlights several key components of LutherCare's completed, current, and committed total investment in our infrastructure.



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AND SUPPORT
SINCE 1955

