



Community Care
City of Kawartha Lakes

Strategic Plan

2026-2029

Looking Ahead



Looking Ahead

Community Care City of Kawartha Lakes (CCCKL) is firmly entrenched in delivering health and support services across the City of Kawartha Lakes.

CCCKL operates in an evolving environment shaped by changing community needs, increasing demand for services, workforce challenges, fiscal pressures, and ongoing transformation across the healthcare system. As a trusted community-based healthcare organization, we must continue to adapt, innovate, and strengthen our capacity to meet the needs of today while preparing for the opportunities and challenges of tomorrow.

This strategic framework is intended to guide organizational decision-making, resource allocation, partnership development, and service innovation over the coming years. It is grounded in our mission, informed by the voices and experiences of our clients, caregivers, volunteers, staff, and partners.

This strategic plan is the foundation upon which annual operating plans, departmental objectives, and organizational initiatives will be built through 2029. The strategic directions represent the areas where we will concentrate our efforts to maximize our impact while ensuring long-term sustainability. Together, these directions balance our commitment to delivering exceptional care and support with the organizational capacity required to thrive in an increasingly complex environment. Under each strategic direction, a series of priorities identify the key areas of focus that will guide action and drive meaningful outcomes.

Across the City of Kawartha Lakes, people want to remain healthy, independent, connected, and supported in the communities they call home. As demand grows and the healthcare system evolves, CCCKL will continue to play a unique role at the intersection of health care, community support, volunteerism, and human connection. Through this strategy, we will strengthen our ability to help people live well at home, navigate complex systems, and access the care and supports they need when and where they need them.



Community Care City of Kawartha Lakes

Strategic Plan (2026-2029)

VISION (Our Aspiration)

Health and community support services delivered at the right time, in the right place, for people living in the City of Kawartha Lakes.

MISSION (Our Purpose)

We provide health and community based services that support independence and enhance quality of life for the people in our community.

PRIORITY POPULATIONS (Who We Serve)

We address needs across the lifespan. We prioritize care for older adults and people who experience barriers to accessing health and community supports.

VALUES (What Guides Us)

Compassion
We provide care with empathy, dignity, and without judgement.

Accountability
We follow through on commitments with integrity and reliability.

Respect
We foster inclusive relationships built on trust, listening, and understanding.

Excellence
We continuously improve to better serve our communities and one another.

STRATEGIC DIRECTIONS (Our Focus)

STRATEGIC PRIORITIES (Our Actions)

People Thrive at Home and in Community

- Expand care capacity and infrastructure to address community needs, including the development of a Hospice Residence
- Advance health equity by reducing barriers to care and improving access for rural, underserved, and vulnerable populations
- Strengthen community understanding and awareness of the impact of our care
- Evolve with best practices and service standards while ensuring high-quality, accessible, and sustainable care

Care is Connected Around the Person

- Streamline seamless access, navigation and transitions within and across care environments
- Optimize resources and partnerships to strengthen and connect our care system
- Work in partnership to align resources, pursue sustainable investment opportunities, and strengthen community-based care capacity

Technology Enables Better Care and Better Decisions

- Use data to improve care outcomes, strengthen decision-making, and better understand emerging community needs
- Advance the responsible adoption of artificial intelligence and emerging technologies
- Leverage automation and business intelligence tools to improve operational efficiency and care deliver
- Advance secure information sharing to improve the client experience across the health system

Exceptional People Create Extraordinary Impact

- Foster the conditions to attract, retain, support and celebrate exceptional people and volunteers
- Strengthen succession planning and talent development
- Advance a culture of purpose, engagement, and impact
- Ensure evidence-based training supports teams to align with operational priorities

OUTCOMES (Our Impact)

People experience timely, equitable, and coordinated supports that help them live safely, independently, and with dignity.

The City of Kawartha Lakes benefits from a stronger, more connected network of care and support.

Decisions are informed by data, technology, and evidence, resulting in more responsive and effective services.

Staff and volunteers are engaged, empowered, and equipped to make meaningful impact.



Community Care

City of Kawartha Lakes

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