



**PRESCOTT ET RUSSELL**  
**RESIDENCE**  
 Long-term care facility

**OUR MISSION**

The Prescott and Russell Residence is a specialized, bilingual long-term care facility, under the direction of the United Counties of Prescott and Russell, which offers a range of personalized care focused on the needs of the community, in a healthy and safe living environment.

**OUR VISION**

The Prescott and Russell Residence is recognized as a model for the excellence in the services provided by a team of professionals and qualified partners who consider the well-being and safety of residents as the driving force behind every decision.

**OUR VALUES**

- Excellence • Empathy • Commitment

# Summary of the Strategic Plan 2018-2021

AXIS	Organizational Performance	Excellency of Care	Organizational Vitality	Community Outreach
<b>Strategic Outcome</b>	The RPR has the resources – financial, human, technological, organizational – necessary to maximize efficiencies and efficiency gains	The excellence of services offered at the RPR is recognized by all key stakeholders (residents, families, partners, employees, elected officials, etc.)	The RPR is a dynamic environment, engaging and conducive to the fulfillment of all (residents, staff, partners, etc.)	The influence of the RPR mobilizes the key players in the success of the mission of the organization
<b>Interim Result</b>	To be an employer of choice, thus attracting new talent and retaining the necessary staff to maintain the quality standards to which the RPR is committed	Place the well-being and safety of residents at the heart of any intervention and promote a quality improvement culture throughout the organization.	Consolidate a strong sense of belonging to the RPR that results in a sustained commitment to the success of the organization’s mission	Reinforce the presence of the RPR in the activities of the community to make known its reason for being
	Effectively manage financial resources (and diversify funding sources) without compromising the quality of services	Update the service offer according to the needs identified and anticipated in the community	Create initiatives and strategies to increase and maintain the level of employee engagement	Increase the pool of volunteers who are essential to the vitality of residents and employees
	Continue the technological upgrading of tools and infrastructure to achieve efficiencies	Invest in the ongoing development of employees through practical training relevant to the work environment	Provide a warm, healthy and safe environment for all	Pursue development and consolidation of relationships with local partners