

Lisaard & Innisfree Hospice Vision: People have the right to die with dignity, free from pain, surrounded by their loved ones in a setting of their choice.

Strategic Pillars

Fundraising & Donor Retention: Annual Giving, Special Events, Stewardship, Donor Perfect Implementation

Community Awareness & Partnership: Communication, Social Media Strategy, Media Relations, Community Grants, Marketing Strategy

Employee Development & Retention: PSW Pay Equality, Employee Retirement Planning, Staff Development Fund, Annual Employee Awards, Staff Appreciation (employment engagement survey), Mentorship program, Education Plan (including mask fit tester certification and conference

Exemplary Care & Services: Bereavement Services Expansion, Resident Check-in Process, Weekly Rounds with Community Partners

Volunteer Recruitment & Development: Volunteer Orientation and Training, Recognition, Evaluation

Physical Property Stewardship: Innisfree Parking Lot Expansion, ADP Payroll System, Organization-wide phone system, Legacy Garden, File System, Network and Hardware update, Quick Books Implementation

Organizational Maturity

Board Evolution: Researching Leading Practices, Co-design phase

Accreditation 2019

Education & Training: Board, Leadership, Staff & Volunteers: In Development

Social Media & Media Relations Strategy

Marketing and public Awareness Strategy

Strong Fund Development Plan

Continuous Quality Improvement Program: Researching Leading Practices, Co-design phase

Risk Management Program: Researching Leading Practices, Co-design phase