

Strategic Plan FY 2018 - 2020

Surrey Services for Seniors
Devon, Pennsylvania

FINAL – November 17, 2017

Mission

Surrey Services helps older adults to live with independence and dignity and continue as engaged members of the community.

Five Core Values

- ***Compassion***
First and foremost, Surrey cares about and supports its members, its staff and the broader community. We reach out, we spend time, we listen, and we act.
- ***Connection, Community, Family***
Surrey believes in neighbor helping neighbor. While run by a professional staff, our volunteers are critical to all that we do. Similarly, our work promotes connections among our members and between members and their families. We strive to link members to a range of needed services and programs within and beyond our walls. We collaborate with a wide array of community organizations.
- ***Access***
We strive to ensure that our services are available and affordable to all older adults in the community.

Five Core Values (cont.)

- ***Positive Aging***
Our approach to our work and programs promotes positive views of aging. We focus on our members' talents, experience and gifts (not their physical or other challenges) and encourage members' choices and dignity at all times.
- ***For Life***
Surrey is a resource for living and provides a holistic range of volunteer opportunities, education, activities, and services appropriate for older adults as they age.

Our Vision: Surrey Services in 2021

Here in Southeastern PA, we are faced with a tremendous opportunity, as more of us live longer and better lives. During the next three years through the work of this Strategic Plan, Surrey Services will capitalize on this opportunity and become **the region's leading source of new and innovative solutions** that enable all of us to live well longer.

As the plan lays out, this includes developing and testing high-tech, high-touch approaches to home care and transportation, creating compelling education and information programs that delight and energize participants, and delivering cutting edge health, mental health, and prevention programs that get measurable results and improve all of our lives.

Realizing Our Vision: Five Critical Paths

1. Generating the right service mix (What we offer and to whom)
2. Improving our Centers (Where we offer it)
3. Burnishing the Surrey Brand (Letting people know about what we offer)
4. Supporting our People (Taking care of those who offer it)
5. Sustaining Surrey for the long term (Making sure we can offer it)

For more information
please contact Bob Madonna, Surrey President & CEO,
at BobMadonna@SurreyServices.org