

# STRATEGIC PLAN 2021-2025



## Our Vision

A community where all people can reach their full potential in supportive & caring environments.

## Our Mission

Enrich the lives of individuals with a range of physical & developmental abilities to experience a full life.

## Our Core Values

Transparency  
Innovation  
Excellence  
Person Centred  
Accountability

## OUR RESIDENTS

### Provide Exceptional Care

- Adapt to changing needs and trends in the Developmental Services sector
- Be a leader in supporting those who are medically fragile and/or have complex behavioural needs
- Plan for growth in service delivery

## OUR PEOPLE

### Attract & Retain the Best People

- Have the right people in the right job (current and future needs)
- Provide competitive compensation
- Focus on training in skill acquisition to meeting changing needs of residents

## OUR ORGANIZATION

### Strong & Reputable organization

- Cultivate a strong and inclusive culture
- Diversify revenue to enhance service delivery
- Ensure branding identifies who we are and what we do
- Be known as a leader in the Developmental Services sector

## OUR COMMUNITY

### Be Connected & Responsive

- Strengthen coordination, networking and collaboration
- Be part of community decision making around best practices and changing needs
- Be responsive and nimble to meet community needs