



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 meet changing needs of residents

OUR ORGANIZATION

STRONG & REPUTABLE ORGANIZATION

- Cultivate a strong and inclusive culture
- Diversify revenue to enhance service delivery
- Grow and expand service offerings
- 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