



Strategic Plan Refresh  
June 2021

# Strategic Plan Refresh 2020-2021

June 2021

## Vision

People with Developmental Disabilities live their best life.

Tag line – Enrich. Inspire. Engage.

## Mission Statement

CLGW connects people with developmental disabilities with opportunities for them to realize their goals.

## Values

### **Nurture Potential**

We are a place of support that nurtures each of us to learn and grow.

### **Respect Uniqueness**

We recognize that the unique abilities, cultures, talents, aspirations, and goals of each person lead them to explore meaningful and enriching experiences.

### **Uphold Accountability**

We maintain clear communication, honours commitments, has high expectations and serves one another with the highest levels of mutual integrity and accountability.

### **Pursue Excellence**

We are responsive, and our decisions are informed by evidence and continuous learning.

# Strategic Directions

 <p><b>QUALITY OF LIFE</b></p> <p>To walk beside people with developmental disabilities helping them explore, learn and participate in all aspects of their lives.</p>	 <p><b>ORGANIZATIONAL EXCELLENCE</b></p> <p>To build a supportive work environment so staff can enhance their skills and knowledge and continue to have a meaningful impact on the lives of the people we support.</p>	 <p><b>COMMUNICATION AND COLLABORATION</b></p> <p>To become a respected and reliable community partner with like-minded organizations that can complement and build upon our mission and vision.</p>
<p><b>Strategic Goals</b></p>		
<p>Ensure a person-centred approach in all individual and service planning.</p> <p><b>OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Update/create an individual service plan for every person we support.</li> <li>• Implement an electronic record database that will securely store all individual service plans.</li> <li>• Develop a mental health initiative to help with pandemic recovery.</li> <li>• Plan intentional reconnection activities to help people we support resume life after the pandemic.</li> <li>• Develop the infrastructure needed for virtual support.</li> </ul>	<p>Develop a staffing model that supports the delivery of excellent support.</p> <p><b>OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Revise orientation and on-going training programs to develop staff skills in person-centered approaches and community opportunities.</li> <li>• Provide leadership development opportunities to prepare a new generation of leaders.</li> <li>• Create full-time Developmental Service Professional models to facilitate recruitment and retention.</li> </ul>	<p>Strengthen connections between the people we support and their community.</p> <p><b>OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• Conduct an asset mapping initiative to identify potential opportunities for community connections.</li> <li>• Establish and evaluate an initial community connection project ensure future community interactions are successful.</li> </ul>

Explore housing opportunities that will provide choices in living arrangements for the people we support.

**OBJECTIVES**

- Complete an analysis of current housing market and identify opportunities.
- Map out possible scenarios to support individual choice.
- Explore and implement technological solutions at current locations to improve independence.

Design and implement an Engagement Framework that provides opportunities for people we support, families, staff and the community which will enhance the design and delivery of person-centred support and improve the experience of people who are supported by CLGW.

**OBJECTIVES**

- Establish a Family Engagement Committee to represent the diverse voices of CLGW family members.
- Establish staff position to build engagement expertise at CLGW and guide the engagement framework.

Establish a positive and supportive work culture to enhance employee engagement.

**OBJECTIVES**

- Implement a mental health resources team that will help to build resiliency while at the same time support staff stress, and burn-out.
- Enhance management visibility, coaching and support for staff.

Establish regular reporting accountabilities to support evidence-based decision making.

**OBJECTIVES**

- Establish metrics and baseline data to track progress and identify areas for improvement.
- Provide training for staff to increase computer literacy, data gathering and analysis competency.
- Develop consistent evaluation processes and criteria to ensure continuous improvement.

Develop broader and deeper relationships with service providers, agencies, government officials and employers.

**OBJECTIVES**

- Complete a CLGW collaborators and competitors' analysis to identify opportunities for collaborations.
- Identify the opportunity to work with a variety of partners and evaluate its successes.
- Conduct regular interactions with government officials at local, provincial, and federal levels of government to keep them informed about our progress with DS Sector reform and call upon them when we experience barriers.

Market CLGW through innovative communication platforms.

**OBJECTIVE**

- Develop a diverse communication plan that includes a variety of platforms to share CLGW successes and increase interactions.

- Complete the WITHology framework and evaluate its effectiveness for future projects.
- Provide opportunities to have 2-way, open and transparent dialogue with people we support, families and staff.

Diversify revenue sources to create opportunities for innovative programming and supports.

**OBJECTIVES**

- Implement a fund development plan that creates the foundation needed to support a diverse revenue plan.
- Complete a business analysis of current programs and services to evaluate possible revenue building opportunities.

Supporting good governance practices.

**OBJECTIVES**

- Review and update governance policies and procedures to reflect governance best practice
- Implement a board development plan to enhance board effectiveness and board knowledge about equity, diversity and inclusion.