COMMUNITY LIVING
Sarnia-Lambton

Inspiring Possibilities

STRATEGIC PLAN
WORKING TOWARD 2020

Our vision is that all persons live in a state of dignity, share in all elements of living in the community, and have the opportunity to participate effectively.

We worked together with our clients and their families, staff, management, board and community partners to create this Community Living Sarnia-Lambton (CLSL) strategic plan.

It reflects the experiences, inspiration and hopes of the more than 300 people who provided input. We are committed to implementing, evaluating and achieving our goals by 2020.

THIS CAN ONLY BE ACHIEVED TOGETHER.

WHERE ARE WE GOING?

CLSL will enhance, and seek resources to expand, the services it provides, so the people it assists can enjoy the best possible lives. To further that commitment, CLSL will strengthen other aspects of the organization, including personal planning, self-advocacy, governance, management, staffing and communication.

HOW WILL WE GET THERE?

1. **ENHANCE** existing services and seek resources for additional ones.

   - Put emphasis on services and activities that facilitate inclusion.
   - Ensure a fit between the needs of applicants and available resources at intake.
   - Address the suitability and maintenance of transportation and property.
   - Add to existing residential, respite, day, employment, recreation and leisure services as resources allow.

2. **FOCUS** on personal planning and self-advocacy.

   - Ensure safe and effective services that meet the needs of the applicant by addressing resource concerns and/or training needs at the point of intake.
   - Make it possible for individuals served by CLSL to engage in more self-advocacy.

3. **STRENGTHEN** governance, management, staffing and communication.

Governance

- Undertake initiatives to strengthen the work of the Board.
- Commit to increasing the Board's profile, being well informed, participating in meetings that are better structured, and evaluating the work of the Board.

Management

- Respond to ideas and concerns from across the organization by reviewing and enhancing CLSL's management structure.
- Fill gaps, starting with Human Resource (HR) management, and add to supervisory capacity in residential services as needed.
- Commit to comprehensive operational planning.

Communication

- Become an organization that consistently and effectively communicates with people at every level of the organization.
- Ensure development of a new website.
- Enhance communication among employee groups and programs.

Staffing

- Support staff in their ability to provide assistance to people served by CLSL.
- Focus on effective hiring, orientation and training.
- Increase engagement of staff including providing input into planning and enhanced supervision.

HOW WILL WE KNOW?

To ensure our strategic plan is being fulfilled, we have identified the following markers as important indicators of success.

1. **ENHANCE** existing services and seek resources for additional ones.

   - Timely responses to families using respite programs.
   - Improved process for serving individuals involved in urgent and emergency response.
   - Creation of new concepts for day support options.

2. **FOCUS** on personal planning and self-advocacy.

   - Improved personal planning process.
   - Re-establishment of People First group or similar organization for local self-advocates.

3. **STRENGTHEN** governance, management, staffing and communication.

   - Centralization of hiring, orientation, training, promotion and performance evaluation.
   - Increased management capacity/more members of management team.
   - Increased acknowledgement of staff effort and achievements.
   - Development and implementation of improved facilities.
   - Improve processes for maintenance, repairs and renovations.
   - Completion of new web site.

WHAT WILL BE OUR VALUES?

CREATIVITY

COMPASSION

DIGNITY

TRUST

DETERMINATION

COMMUNITY LIVING
Sarnia-Lambton

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Sarnia Lambton Chamber of Commerce

United Way Sarnia-Lambton