

Strategic Plan, 2023-2026

Service Excellence

Define and assess service excellence related to all areas of service delivery with supporting qualitative and quantitative measures that inform and support decision making, communication, processes and workloads through which CLUOV will be the service provider of choice.

Look to outcomes and other data or surveys to make decisions so we can be sure people are satisfied and receive respectful responsive support.

Service Excellence Quality of Life

Understand and assess the experience of people who receive support in conjunction with service excellence measures to continuously strengthen practices that can be shared within the agency and across the sector.

Ask questions and listen to people supported so that we can offer the best service and share our ideas with partners in Community Living.

Employee Experience

Highlight the “employee experience” in order to strengthen engagement and further promote service excellence.

Ask questions and listen to employees in ways that everyone feels they have a voice and use this to shape our organization and provide the best support.

Organizational Excellence

For all stakeholders to have a meaningful impact, it is necessary that they must view themselves as leaders. Continue to establish a learning culture which is essential to service excellence, to employee engagement and growth, recruitment and retention.

Everyone connected to CLUOV needs to see themselves as a leader. We will keep learning, offering opportunities and supporting growth.

Business Practices and Communication

Develop broader and deeper relationships with community partners, service providers, agencies and employers that will compliment our mission and eliminate the duplication of services. Expand partnerships, foster community engagement and celebrate as our vision is adopted by those partners in order to enhance the reputation of the agency, people supported and initiatives.

Nurture, celebrate and grow relationships with community partners.

Develop a strategy to assist the organization to respond to both the capital costs and the need to realign and reduce property ownership due to:

- a. aging infrastructure*
- b. changing needs of the people supported*
- c. our commitment and philosophy of individualized supports*
- d. partnerships with existing property owners, landlords and builders*

Make a plan to have less property ownership and more access to community spaces. Involve lots of others so they may see benefits of inclusion.

Governance

Improve the capacity of the Board of Directors to govern CLUOV, with special focus on recruitment and representing the organization and its commitments in the broader community.

Help our Board be stronger, find and support new directors so they may be confident to represent CLUOV and our commitments.