



2019-2023 Strategic Plan on a Page

Vision: No Barriers...Just Life

Priority 1: Philosophy and Values

Continue to use and refine CLDSL's philosophy and approach to services. Add to its value statements and ensure they guide the organization's day-to-day work.

Priority 2: Services

Make CLDSL's services even better using a continuous improvement framework

**Mission:
Advocate. Mentor. Collaborate**

Priority 3: Management and Administration

Further enhance the work of the management and administration to support staff and people supported.

Priority 4: Board of Directors

Further enhance the effectiveness of the Board of Directors

CORE VALUES: People. Community. Quality

Priority 1: Philosophy and Values

Continue to use and refine CLDSL's philosophy and approach to services. Add to its value statements and ensure they guide the organization's day-to-day work.

Actions & Key Steps

Action 1.1 - Continue with CLDSL's person-centred philosophy of services and utilizing the "just enough support" approach.

Action 1.2 - Review CLDSL's values and adjust them as needed.

Action 1.3 – Starting with hiring and training, develop and implement a strategy for ensuring that the values are known, understood and used in the organization's day-to-day work.

Priority 2: Services

Make CLDSL's services even better utilizing a continuous improvement framework.

Actions & Key Steps

Action 2.1 – Address issues related to quality assurance.

Action 2.2 – Undertake initiatives that will enhance specific services.

Action 2.3 - Strategize and take action on ways to improve transportation for people supported.

Priority 3: Management and Administration

Further enhance the work of the management and administration to support people supported and staff.

Actions & Key Steps

Action 3.1 – Take advantage of ideas put forward for enhancing CLDSL's administrative functions.

Action 3.2 – Continue to enhance CLDSL's management performance.

Priority 4: Board of Directors

Further enhance the effectiveness of the Board of Directors.

Actions & Key Steps

Action 4.1 – Enhance the information flow to the Board of Directors:

Action 4.2 - Develop and implement a yearly Board work plan.

Action 4.3 - Increase the size and resilience of the Board through improved board recruitment.

Action 4.4 – Across Ontario, promote the pioneering work of CLDSL and collaborate with others to enhance our services.