



BOARD OF DIRECTORS  
STRATEGIC PLANNING  
2020 - 2023



**Vision:** Independence by Choice.

**Mission statement:** to provide quality services, which empower all persons with a physical disabilities, to live safely and independently in the community.

**Purpose (who we serve):** services are available to all individuals with a disability related to visual, hearing, mobility impairment, acquired brain injury as well as conditions related to aging and/or medical illnesses.



# Strategic Pillars



- Enablers**
- Human Resources Plan
  - Financial Plan
  - Advocacy Strategy
  - Communication/Engagement Plan
  - Consumer Care Best Practices
  - Quality Improvement Plan
  - Sustainability Strategies
  - Consumer Experience

# Strategy One: Consumer Centred: Quality of Life

## ► Priorities:

Ensure each Consumer has a documented care plan that is shared between providers, supporting individual choices regarding their own well-being related to physical and mental health.

Enhance existing local/regional Consumer Advisory Committee with clear reporting structure to leadership and governing Board of Directors, with leadership provided by a member of the Board of Directors and leadership team.

Explore opportunities for accessible activities related to culture, art, and recreation, that focus on the physical, social, spiritual, and mental health well-being of our Consumers.



# Strategy Two: Strengthening our Team

## ▶ Priorities:

Strengthening and enhancing our human resources strategy with documented succession planning, recruitment approaches, and a retention framework for existing and new staff.



Review and update our training/education strategy that supports existing and new staff orientation to their role within the organization.



# Strategy Three: Engaging our Community Partners

## ► Priorities:

Review and enhance communication and engagement strategies, focused on strengthening partnerships with community health organizations to address the needs of CSINW Consumers.

Engage with our Indigenous partners and communities to identify needs within the region and explore current or new resources for services and programs.

Enhance communication strategies between service organizations at transitions in care and providers within the Consumer's home, that will ultimately improve their quality of life, to reduce unnecessary emergency department visits or hospital admissions.



# Strategy Four: Securing a Sustainable Future

## ► Priorities:

Investigate and explore new funding opportunities that will promote and support the growth of CSINW programs and services.



Advocate for new capital and operational funding that will provide accessible, affordable housing with supports for new and existing consumers.



# Moving Forward:

## Next Steps

