



### **Philosophy Statement:**

People with developmental disabilities have a valued role in society. The philosophy of equal rights and opportunities has been adopted in the development of programs and services.

### **Mission Statements**

- To provide options and alternatives for persons with developmental disabilities to maximize their potential in the least restrictive environments while safeguarding the rights and quality of life of each person supported.
- To provide and manage low-income housing for seniors and people with disabilities.

### **Guiding Principles**

- ◆ To provide quality care for people we support, enabling them to achieve their full potential and to maximize their independence
- ◆ To keep our current services and supports alive and viable.
- ◆ To expand services of CDSCL in order to provide more choices for individuals with disabilities
- ◆ To involve stakeholders in the planning process
- ◆ To support our staff to be the best they can possibly be
- ◆ To effectively manage financial resources in order to carry out the mission of the organization

## **5 Key Directions and Goals**

1. Provide Quality Care to the People we Support (Clients)
2. Inform and Involve Families/Advocates
3. Involve, Support and Acknowledge Staff
4. Develop a Strong Organization
5. Manage financial resources in an effective and accountable manner



**1. Provide Quality Support to Clients**

- a) Continue to provide quality staffed support to people with developmental disabilities.
- b) Continue to Plan for Dealing with Aging Clients
  - i. Continue to provide supports to people through their full life cycle.
  - ii. Continue to offer training to staff in regard to aging (Dementia, Alzheimer's etc.)
- c) Develop Additional Options for Supporting Clients
  - i. Explore options for developing resources and housing to provide more options for people with developmental disabilities.
  - ii. Work in partnership with other organizations to explore options for providing supports to people with dementia etc.
- d) Advocate for training to Health professionals on dealing with people with developmental disabilities.
  - i. Have discussions with the Interior Health Authority manager in regard to providing training to Health professionals on issues related to people with Developmental Disabilities, in order to better support CDSCL staff and clients.
- f) Enhance/Expand Day Programs
  - i. Move the 10<sup>th</sup> Avenue Day Program into the new building.
  - ii. Expand the physical capacity for the Day Programs by adding an addition onto the 8<sup>th</sup> Avenue property.
  - iii. Continue involving clients in the services offered to the Community (Recycling, Meals on Wheels etc.) and explore increasing these services
  - iv. Partner with local organizations to explore employment and entrepreneurship opportunities for people with barriers to employment.
  - v. Continue to enhance the Day Programs by teaching skills in music, crafts and woodwork, and helping clients with their projects; possibly including volunteers
  - vi. Continue to provide Therapeutic Riding lessons and opportunities to people with disabilities through the Therapeutic Riding Program.
- g) Continue to Utilize Volunteers in Various Aspects of the Society
  - i. Explore ways to increase the utilization of volunteers in the organization without affecting the work force. (i.e. Board of Directors, Therapeutic Riding Program, Day Programs)



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- h) Explore Additional Programs
  - i. Explore and investigate the possibility of providing a children's day program and other supports to children with disabilities.
  - ii. Be prepared to oversee existing Home Share Contracts in the Creston community.
  - iii. Provide emergency services for people with developmental disabilities.

### 2. Inform and Involve Clients, Families/Advocates

- a) Ensure Clients Have a Voice in the Organization
  - i. Continue to encourage the Client Advisory Group to meet and provide opportunity for input in a safe environment
    - a) Group to meet three or four times per year
    - b) Board Member/volunteer to help facilitate the meetings if required
    - c) Notes circulated to all clients in a way that will be understandable to them
  - ii. Send out an annual survey to clients
  - iii. Continue to include clients in monthly team meetings
  - iv. Have annual planning meetings with clients, their families, staff and other stakeholders
  - v. Ensure that clients/tenants are aware of the Feedback/Complaint Form and who they can talk to if they have a concern
  - vi. Have at least one client/self-advocate on the Board of Directors
    - a) Nominating Committee to ensure that there is at least one client/self-advocate represented on the Board
  - vii. Hold regular meetings with Rebekah Manor tenants.
- b) Provide Information to Families/Advocates
  - i. Ensure families and advocates are invited to participate in the life of the client, especially at PSP's
  - ii. Send semi-annual progress reports to family members and advocates (assuming the individual approves)
  - iii. Send a semi-annual newsletter to stakeholders to include general information on current news and initiatives and an ongoing report on the accreditation process
  - iv. Staff to continue two-way communication with family members especially in regard to changes in health, incidents etc.
- c) Provide Opportunity for Input from Family Members/Advocates
  - i. Send out an annual stakeholder survey to family members/advocates and other stakeholders.



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- ii. Maintain communication with family members and advocates through correspondence reminding them that we would like to receive input from them and that the Feedback/Complaint Form can be used

### 3. Involve, Support and Acknowledge Staff

- i. Involve staff in the Planning Process
  - i. Send out an annual survey to all staff
  - ii. Encourage staff to be involved at the Committee level
- b) Provide Support to Staff
  - i. Do annual performance reviews with all employees to include opportunity for employees to provide feedback and to be involved in establishing a plan to achieve their goals.
  - ii. Continue to investigate and offer educational opportunities for all employees.
  - iii. Investigate and implement ways to support staff such as offering “Care for the Caregiver” workshops, providing an Employee and Family Assistance Program etc.
- c) Acknowledge Staff for their Accomplishments and Contribution to the Organization
  - i. Formal Recognition should be given to staff for milestones and accomplishments both indirectly and on an agency-wide basis (i.e. website, newsletter, events)
  - ii. Informal acknowledgement of accomplishments and appreciation of staff should be a part of the culture of the organization as fostered by the Management Team.
  - iii. The annual Performance Evaluation will provide an opportunity for acknowledgement and appreciation.

### 4. Develop a Strong Organization

- a) Board Involvement
  - i. The Board of Directors to provide strong governance to the organization by providing direction to Management regarding the Vision of the organization through the annual strategic planning process and regular outcome reviews
  - ii. The Board of Directors will review and revise the Policy and Procedures Manual on an annual basis.
  - iii. The Board of Directors needs to establish ways to encourage new people to join the Board of Directors and begin to pursue bringing new people onto the Board



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- b) Continue to Work in Solidifying this Organization
  - i. Continue with the current organizational structure
  - ii. Continue with the Accreditation process to maintain and improve services to the people we support
  - iii. Enhance the process for orientating, mentoring, and rewarding volunteers (including Board members)
- c) Explore Alternate Sources of Revenues through Fundraising
  - i. Research potential for obtaining monies from foundations, financial institutions and service clubs for van replacement and/or building construction
- d) Enhance Relationship with Funding Agency
  - i. Invite Community Living BC (CLBC) staff and other stakeholders to functions such as the open house
  - ii. Executive Director to attend quarterly regional meetings.
- e) Provide Information to the Community
  - i. Continue to work with the local newspaper to promote CDSCL services, recognize achievement of individuals and inform the general public of the organization, the individuals supported and relevant issues (include photos)
  - ii. Review and update program descriptions on an annual basis for brochures and website.
  - iii. Continue to be involved in the annual community Spring and Garden Show.
  - iv. Continue to be a member of the Chamber of Commerce.
  - v. Executive Director to attend monthly meetings of the Creston Community Network.

### **5. Manage financial resources in an effective and accountable manner.**

- a) Remain financially solvent. (See a description of current financial position on next page)
- b) Manage operating expenses within the confines of funding levels.
- c) Maintain a balanced budget.
- d) Advocate for additional funding from CLBC where needed to provide adequate support for CDSCL clients.
- e) Build up Capital Reserves for buildings and equipment.
- f) Continue to explore opportunities for investment in properties in order to provide residential and supported living options for people with disabilities in response to community needs (i.e. group homes, apartments etc.).



### **Financial Position as of March 31, 2008**

- Net Operating Surplus: \$35,830
- Assets: \$1,597,082 Liabilities: \$1,166,408
- Total net Asset position (assets less liabilities) of \$430,694
- Total cash assets of \$414,496
- Net Property/Equipment Assets: \$1,287,000
- Total Reserves for buildings and equipment: \$316,756  
Total other Reserves: \$78,088