

# **Community Living St. Marys and Area Strategic Plan: 2023-2026**

## **Plain Language Version**

### **Strategic Goal #1 - Service Excellence**

- “How do we know if what we are doing through our work is having a positive impact?”
- Collect meaningful data that shows what we are doing well and what we need to work on.

#### We will do this by:

- Being clear about what service excellence looks like.
- Look at all the ways we deliver service and where we can improve.

### **Strategic Goal #2 - Quality of Life**

- We recognize that each person who receives service has a unique experience and we want to make sure we are taking the time to listen to feedback from people supported

#### We will do this by:

- Asking questions about quality of life, asking for feedback and what we would look for to know people are happy and living a good life.
- Using person-directed planning tools to help people dream and be clear about what they want their life to look like.

### **Strategic Goal #3 - Employee Experience**

- Helping employees to have meaningful, purpose-driven careers.

#### We will do this by:

- Asking employees about their experiences at least once a year.
  - Supporting professional development.
- Mentoring and coaching employees in service excellence, full inclusion and focusing on always trying to do better.
  - Recognition of employees.
- Look into career paths, use of technology, balanced work, consistent training and access to HR resources.