



Assisted Living | Aide à la vie autonome
Southwestern Ontario | Sud-Ouest de l'Ontario

strategic PLAN | 2021 2024





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Message from Executive Director, Board Chair and Past Chair

We are very pleased to present the Strategic Plan 2021-2024. We have had much to celebrate over the past three years. Neighbourhoods of Care have been fully established, enabling timely and efficient support to our consumers, as well as creating more consistent shifts for our staff. The ALSO Accessibility Committee and the Vision Cabinet were formed, increasing consumer involvement in our organization. We are active on social media including Facebook and Twitter, platforms to help us share news and raise awareness to share our news and raise awareness of possibilities for people with physical disabilities. We are a proud partner of the Mobile Outreach and Support Team (MOST) to help the vulnerable people in our community with basic care needs and increase our collaboration with key community partners.

This year, a facilitator was engaged to lead us through the strategic planning process. A human-centered design approach was used. It is a method that empowers the voice of all stakeholders. Consumers, Board of Directors, community partners and staff were engaged in co-designing our strategic priorities and goals for the upcoming three years.

Our new plan will build on our successes and strengths. We have made some small revisions to our Mission, Vision and Values primarily to reflect self-determination, choice, leadership and involvement of our consumers. We are looking forward to increased staff engagement as we commit to continuous improvement in all that we do. With the introduction of Ontario Health Teams, we look forward to meaningful collaborations that will help us to serve our consumers in all aspects of their lives and contribute to system-wide change.

As we look beyond 2024, we have spent some time thinking about succession planning for our Executive Director, specifically what qualities we will be seeking in a leader who will carry forward our vision, mission and goals well into the 21st century.

We continue to envision a day when people with physical disabilities fully participate in all aspects of community life as the norm, not the exception. We commit that our collaborative work will ensure adults with physical disabilities will move forward as full and equal partners in our organization and our community as a whole. **Community is the heart of health and social services!**



Lynn Calder
Executive Director



Ali Coppola
Past Board Chair



Allison Prieur
Board Chair

Mission

To be change makers towards
equality, diversity and accessibility

Vision

We envision a day when people with physical disabilities fully participate in all aspects of community life as
the norm and not the exception.



Values

Quality	We are committed to continuous improvement.
Accountability	We guarantee responsibility and accuracy to our consumers, staff, funders and the community as a whole.
Responsiveness	We respond positively to change and challenge.
Respect	We value each individual. Consumers are the experts in their own service delivery.
Accessibility	We advocate for increased access in all aspects of life.
Collaboration	We seek efficiencies through partnerships both internally and externally.
Leadership	We lead by finding solutions.

Strategic Planning Process

Assisted Living Southwestern Ontario (ALSO) completed an update of our Strategic Plan which will be implemented over the next three years. To strengthen our connections and remain in alignment with current directions, our external, professional facilitator held individual interviews and group discussions and also reviewed results from the annual staff and consumer surveys.

ENGAGEMENT OCCURRED WITH:

CONSUMERS

BOARD MEMBERS

MANAGEMENT

STAFF

COMMUNITY PARTNERS



This plan was co-designed with consumers and other stakeholders based on the feedback garnered through the various engagement opportunities. The focus for the next three years will be important as we do away with the old categories and work towards a collaborative, coordinated system. Wiping away the old categories and doing what we can as part of a coordinated system. We continue to look toward our consumers, the people with lived experience, to provide guidance in all that we do.



3 Year Strategic Directions – Key Strategies

Consumers

- Increase consumer leadership, engagement and involvement in decision-making

Staff

- Attract and retain, high quality, forward-thinking talent
- Uphold staff morale and motivation

Public Relations

- Strengthen community profile and presence

Technology






- Continue to expand the use of technology for administrative functions
- Utilize technology to enhance consumer quality of life

Partnerships

- Engage in an eco-system of supports
- Increase volunteer base
- Seek out community partners to enhance services and create efficiencies



Action Plan

STRATEGIC DIRECTION	RESPONSIBLE	TIMELINE
 Consumers		
Increase consumer leadership, engagement, and involvement in decision-making with committee involvement, representation on the Board	Board & Leadership	Year 1
Increase opportunities for consumer choice in all aspects of their lives	Leadership	Continue to develop Years 1-3
Consumers are connected to social networks	Day Programs, Social Recreation Committee, Neighbourhoods of Care	Years 2-3
 Staff		
Attract and retain high quality talent	Board & Leadership	Ongoing
Uphold staff morale and motivation	Leadership	Ongoing
Offer regular staff training and professional development	Leadership	Ongoing
 Public Relations		
Strengthen community profile and presence	Board & Leadership	Ongoing
Provide education and awareness training to the broader community	Board & Leadership	Year 2
 Technology		
Continue to expand the use of technology for administrative functions	Leadership	Year 2
Utilize technology to enhance consumer quality of life	Leadership	Year 3
 Partnerships		
Engage in an eco-system of supports	Board & Leadership	Ongoing
Increase volunteer base	Board & Leadership	Ongoing
Seek community partners to enhance services and create efficiencies	Board & Leadership	Ongoing



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