

Agency Goal: To empower staff to establish a culture of high performance to offer the best client services

FOUNDATIONS	OPERATIONS	PROGRAM SERVICES
<p>Vision Inclusive future for all</p> <p>Mission Adults with cognitive challenges live full and valued lives</p> <p>Values</p> <ol style="list-style-type: none"> 1. Advocacy 2. Results 3. Caring 4. Empower 5. Ownership 6. Learning <p>Professional Expectations</p> <ol style="list-style-type: none"> 1. Integrity 2. Respect 3. Diversity 4. Inclusion 5. Collaboration 	<p>Goal 1. To ensure the right systems are in place in every department to support quality program service delivery and agency expansion</p> <p>Goal 2. To build excellent communication skills to better equip, support, and enhance relationships in teams, across the agency, and all partners and other stakeholders</p> <p>Human Resources</p> <ol style="list-style-type: none"> 1. Complete the Ceridian implementation 2. Create a performance management system to increase positive motivation and behaviour 3. Develop and implement a succession plan for all levels of the agency 4. Develop leadership training 5. Identify and clarify job descriptions across the agency <p>Finance</p> <ol style="list-style-type: none"> 1. Switch to the most effective payroll calendar system 2. Develop a processes and procedures manual (PPM) 3. Implement a 12-month cash flow budget 4. Monthly reporting and closures within 10 working days <p>Administration</p> <ol style="list-style-type: none"> 1. Develop an internal communication strategy 2. Develop an external communication strategy 3. Bridge functional areas of expertise through strategic external partnerships 4. Develop a document management system <p>Facilities and IT</p> <ol style="list-style-type: none"> 1. Expand the use of the FIXX software for facilities and other agency needs 2. Create IT tracking and system 	<p>Goal 1. To ensure all levels of staff in all program services are fully aware of, equipped, and confident to take ownership of their role expectations</p> <p>Goal 2. To build excellent communication skills to better equip, support, and enhance relationships in teams, across the agency, and all partners and other stakeholders</p> <p>Goal 3. To be responsive to needs and changes by being resourceful, innovative, and adaptable to new ideas and ways of providing quality services</p> <p>Community Access</p> <ol style="list-style-type: none"> 1. Develop and sustain valuable agency-led program sessions and activities 2. Build and publish a program procedural manual outlining staff processes 3. Formalize ongoing regular feedback mechanism for individuals receiving service to ensure quality services <p>Group Living</p> <ol style="list-style-type: none"> 1. Establish consistent formalized practices across group living homes 2. To support teams to communicate and work effectively together based on their understanding of diversity in their workplace including the clients they support 3. Develop a program procedural manual outlying staff processes <p>Supportive Living</p> <ol style="list-style-type: none"> 1. Maintain consistent use of communication tools by all contractors 2. Utilize the current payroll tools for contractor invoicing 3. Create a more objective evaluative process for independent contractors