

Developmental Services of Leeds and Grenville

# Strategic Plan

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2025-2029



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# 1.0 Directions for the Future

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## 1.1 Executive Summary

Developmental Services of Leeds and Grenville has managed its operations through a series of program reviews, Ministry directions and frameworks, community partner collaboration, and Board reviews. This direction builds on the organization's previous plans, which are reviewed annually by the Board, to continue the journey of service, since our agency incorporation of several decades.

The organization has a well-established Board of Directors that is representative of the community. The Board will continue to get monthly updates on Program from Managers and be updated with any Ministry directions and regulations. They have developed a monthly agenda schedule to stay apprised of agency information and are focusing on succession planning and governance accountability in collaboration with senior management.

The Executive Director and staff will operationalize our Strategic Plan by continuing to provide quality services and adapting to the community, challenges and Ministry transformation directions.

The strategic directions remain relevant, and the objectives have been updated to reflect our recent growth and changes while maintaining alignment with Ministry's Journey to Belonging framework. Regular planning and collaboration with the Ministry will enable the Board and senior staff to assess risks, monitor progress, and ensure compliance with all regulatory requirements, and continue to provide quality service.

## 1.2 Strategic Planning Framework

Our strategic planning approach uses the new Ministry framework of Journey to Belonging to guide our organization through key steps: First, we review and confirm our Vision, Mission, and Guiding Principles to set strong parallels to this framework. Second, we implement the plan while measuring our progress through alignment with our principles. We continue to monitor our impact on individuals and communities relative to our resources. Finally, we listen to stakeholders—including individuals, families, and the Ministry—to ensure our work promotes inclusion and citizenship, and other principles of the framework.

**Establish Principles and Strategic Direction**

**Implement and Measure Social Value and Social Good**

**Engage Stakeholders and Promote Inclusion**



## 2.0 Vision for the Future

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### 2.1 Vision

**An inclusive community that values, respects, and supports all its members equally.**

### 2.2 Mission Statement

**Developmental Services of Leeds and Grenville is committed to providing a variety of clinical and support services which will enable persons with developmental disabilities to develop their potential within their communities.**

### 2.3 Guiding Principles

**Guiding principles are a set of fundamental beliefs that will be the motivating force behind all decisions of the organization.**

- That our organization promotes the basic human rights, dignity, health and safety of the people we serve.
- That our organization is committed to excellence in all services and supports and ensures that the people served are involved in individual planning, decision making and implementation of the services they receive.
- That our organization continues to explore and implement innovative strategies to improve services and to enhance the interdependence and self sufficiency of the people we serve.
- • That all supports and services are evaluated to ensure quality and their responsiveness to the desired outcomes of the people we serve.
- That the services and supports of our organization are delivered by a team approach that promotes informed choices of the people we serve and individualized services that respond to their needs.
- That collaboration with other organizations is essential in order to create a comprehensive service system that is responsive to the needs of individual(s) within the parameters of the human and economic capabilities of the organization.
- That a work environment which provides the opportunity for growth, creativity and mutual respect ultimately benefits the individuals the organization serves.



## 3.0 Strategic Issues

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### 3.1 Strategic Issues

The Corporation provides services to individuals with intellectual disabilities, their families, and communities. We strive to respond to a constantly changing environment, including economic realities, government policy changes in funding options, and a broad range of demands.

The diverse age range of individuals needing support—from newborns to seniors—requires a thoughtful and varied approach. With greater investment comes greater accountability, including expectations of clear outcomes for the social investment.

We have moved far beyond a traditional care model. Our focus is on enhancing abilities, promoting independence, and advocating for inclusive communities through providing support and clinical services.





## 4.0 Strategic Direction

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**Enhancing  
Responsive  
and Inclusive  
Services**

**Strengthening  
Partnerships  
for Inclusive  
and Equitable  
Support**

**Strengthening  
Accountability  
and Excellence**

**Ensuring  
Financial  
Sustainability  
and Growth**

**Strengthening  
Visibility and  
Growth**



## **4.1 Service Delivery**

### **Enhancing Responsive and Inclusive Services**

**To continuously develop and evolve services that meet the changing needs of individuals with intellectual disabilities while maximizing available resources.**

#### **Service Delivery Priorities**

Regularly assess and adapt service delivery based on the evolving needs of individuals and families within an inclusive community framework.

#### **Community Leadership & Engagement**

Lead and collaborate on community initiatives that improve services for individuals with intellectual disabilities and foster inclusivity.

#### **Early Intervention & Advocacy**

Provide and advocate for early intervention services that support families and empower individuals to reach their full potential.

#### **Accessible & Timely Support**

Ensure a continuum of timely supports that promote stability and reduce crisis situations for individuals and families.



## 4.3 Partnership

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### Strengthening Partnerships for Inclusive and Equitable Support

**Continue building diverse and inclusive partnerships that enhance services for individuals with intellectual disabilities and foster an equitable, welcoming community.**

#### **Active Community Engagement**

Identify and actively participate in key community forums and strategic initiatives, ensuring diverse representation and inclusive collaboration

#### **Collaborative Growth & Innovation**

Expand partnerships, strategic alliances, and service collaborations to improve effectiveness, responsiveness, and equity in service delivery.

#### **Advancing Diversity, Equity & Inclusion (DEI)**

Embed DEI principles in all partnerships, ensuring culturally responsive services and equitable access for individuals of all backgrounds.





## 4.3 Accountability

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### Strengthening Accountability and Excellence

**Ensure transparency, compliance, and continuous improvement in all aspects of the organization to uphold accountability to the people we serve, our funders, and our community.**

#### **Compliance & Quality Assurance**

Consistently meet Quality Assurance Measures to achieve successful compliance reviews and maintain high service standards from MCCSS.

#### **Legislative Standards**

Adhere to and exceed all required legislative and regulatory standards to ensure the highest level of service integrity.

#### **Measuring Personal Outcomes**

Continuously assess, monitor, and enhance service outcomes to improve the well-being and success of the individuals we support.

#### **Accreditation & Continuous Improvement**

Maintain accreditation through a commitment to ongoing learning, quality improvement, and professional collaboration.



## 4.4 Financial Sustainability

### Ensuring Financial Sustainability and Growth

**Maintain long-term financial stability and expand service capacity through innovative, effective, and responsible financial management.**

#### **Financial Stewardship**

Apply sound business principles to maximize resources and create new service opportunities.

#### **Diversified Funding**

Pursue diverse funding streams while managing financial risk to enhance sustainability.

#### **Strategic Partnerships**

Build alliances that leverage expertise, generate revenue, and reduce system costs.

#### **Proactive Risk Management**

Continuously update and implement a risk management plan to ensure financial and operational stability.



## **4.5 Community Impact**

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### **Strengthening Visibility and Growth**

**Maintain a dynamic marketing strategy that promotes the organization's impact, enhances brand recognition, and supports growth opportunities.**

#### **Marketing Materials & Strategy**

Maintain a strong agency profile by regularly assessing marketing needs and collaborating with marketing professionals.

#### **Internal Promotion & Awareness**

Ensure all staff are informed of available agency resources and actively encourage their use to support engagement and outreach initiatives.

#### **Website & Digital Presence**

Maintain an engaging, up-to-date website that reflects the organization's mission, services, and impact.



## *Thank You*

We remain committed to fostering an inclusive and supportive future for individuals with intellectual disabilities. By evolving our services, prioritizing accessibility, and providing timely supports, we empower individuals and families to thrive.

Strong, diverse partnerships are key to our success. Through collaboration and a commitment to diversity, equity, and inclusion, we create a more welcoming community and enhance service delivery.

Accountability and financial sustainability ensure we can continue this work. By upholding high standards, maintaining compliance, and managing resources wisely, we strengthen our impact and expand our reach.


Raising awareness of our mission is crucial. Through strategic marketing and outreach, we engage our community and connect individuals with the support they need.

Thank you for your ongoing support. Together, we are building a more inclusive and equitable future!

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