

Strategic Plan 2021 - 2023

Vision

Inclusive communities where people of all abilities are valued.

Mission

Providing innovative opportunities that enable the people we support to reach their goals and achieve recognition of their value in the community.

Values

We believe in

Openness

Responsiveness

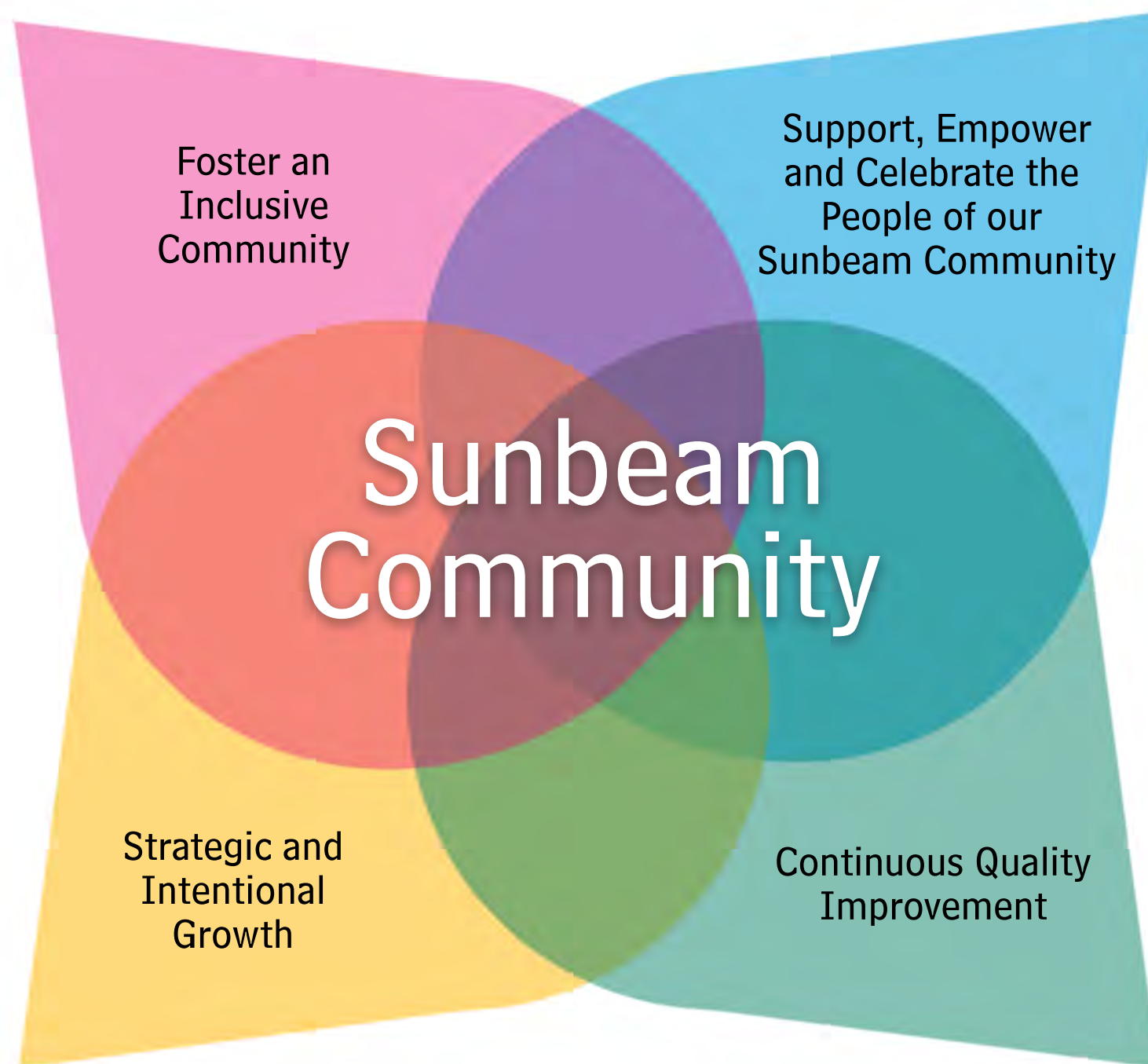
Communication

Planful / Analytical

Collaboration

Champion a diverse, inclusive,
and equitable community

Recognize that our greatest
strength is our people



Strategic growth to meet local
needs through innovation

Integrate quality improvement
into everything we do



sunbeamcommunity

www.sunbeamcommunity.ca

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Openness
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Communication
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Support, Empower
& Celebrate the
People of our
Sunbeam Community



Achieved through

Development and
growth opportunities



Inclusive communication,
collaboration, engagement



Acknowledge, recognize,
value our people

Recognize that our
greatest strength
is our people

Continuous
Quality
Improvement



Achieved through

Prioritize the rights,
needs, and choices of
the persons we support



Apply critical thinking
to seek opportunities
and challenge the
status quo



Understand impacts
and outcomes of
quality improvements

Integrate quality
improvement into
everything we do

Foster an
Inclusive
Community



Achieved through

Intentional expression
of our commitment
to inclusion,
diversity & equity



Address unchallenged
assumptions that
interfere with
inclusiveness



Informed, authentic
leadership creating a
safe space for self-
reflection and allyship

Champion a
diverse, inclusive,
and equitable
community

Strategic and
Intentional
Growth



Achieved through

Understand the local
demand and needs
for services



Develop innovative
service models based
on evidence based
practices



Actively engage
intersectoral and cross
sectoral collaboration

Strategic growth to
meet local needs
through innovation

2021 – 2023 Strategic Plan Workplan Summary

PEOPLE PRIORITY

Recognize that our greatest strength is our people

Our greatest strength is our people – the people of our Sunbeam Community. Everything we do is a team effort.

Persons supported, their families, staff. Volunteers and community / government partners. Working together towards shared success leads to the best possible outcomes.

- ✓ Maintain a strong communication agency-wide
- ✓ Review and revise the current Person-Centred Support Plan (PCSP) model to be more celebratory and person centred.
- ✓ Review of positions and job descriptions.
- ✓ Ensure that the excellent work of the Employee Connections Committee with regard to improving Inclusion, Diversity, Equity and Workplace Culture at Sunbeam continued to be shared with all staff across the agency in a meaningful way.
- ✓ Create an agency-wide training plan to ensure opportunities for development are coordinated, prioritized and broadly communicated.

QUALITY PRIORITY

Integrate quality improvement into everything we do

Identifying opportunities for improvement and making it happen ensures that we fulfill our Commitment to Quality.

Continuous Quality Improvement (CQI) is an ongoing practice that encourages EVERYONE to continuously ask two simple questions: “How are we doing?” and “Can we do it better?”

- ✓ Develop and offer regular satisfaction surveys with our persons supported and their families
- ✓ Develop the long-term plans for the future site of Sunbeam’s intentional community
- ✓ Create a mentorship program within our staff development plan
- ✓ Develop the framework for post-pandemic service delivery by SDRC and DSO
- ✓ Maintain our current compliance & quality review processes in Community Living Services and follow a similar practice at Sunbeam Developmental Resource Centre

INCLUSIVENESS PRIORITY

Champion a diverse, inclusive and equitable community

Commitment to Sunbeam’s “Diversity, Inclusion, Equity Statement”, as a diverse, inclusive & equitable service provider and workplace.

Whatever your gender, race, ethnicity, nationality, age, sexual orientation or gender identity, education or disability, everyone is valued and respected.

- ✓ Support and promote the essential mandate of the Employee Connection Committee.
- ✓ Develop pathways to bridge services / supports across Sunbeam’s operating divisions to better enable inclusion, diversity, equity across programs and services.
- ✓ Perform staff engagement and satisfaction surveys to assess our progress with this priority.
- ✓ Investigate housing opportunities for persons supported that are at high risk of homelessness.
- ✓ Implement equity, inclusion & diversity initiatives into our programs / services & human resources practices.

GROWTH PRIORITY

Strategic growth to meet local needs through innovation

Demand for services & supports is complex & constantly changing; Our growth will be strategic and intentional to meet the emerging needs of individuals & families in our local communities.

Understand local demand for services; develop innovative service models; engagement and collaboration to ensure successful outcomes

- ✓ Developing a 5-year plan for the intentional community development project
- ✓ Develop a training plan for staff who support individuals requiring intensive behavioural supports
- ✓ Increase community awareness of Sunbeam across all of Central and West Regions
- ✓ Workplan for launch of new & improved Specialized Dental Clinic
- ✓ Development of new program model for children’s and adult respite programs.

Commitments to Action

Alignment of Sunbeam’s Strategic Priorities with Provincial Developmental Services Reform

Putting People First

Clearly this is our priority.

Improving Service Experience

Building a people-centred service experience

Improving Quality & Accountability

Planning for a skilled workforce

Satisfaction surveys and post-pandemic planning ensure that we continue to meet the changing needs of the persons we support.

Adopting best practices and supporting innovation.

Our commitment to helping people receive high quality services and promote a stronger focus on improving outcomes.

Active pursuit of equity, inclusion and diversity initiatives for persons supported and their families

Developing service pathways & opportunities for equity initiatives expands access to services.

Engagement surveys to assess the impact of our priority focus; mandate of the Employee Connection Committee establishes our commitment

Growth will be strategic and intentional, to meet the needs of individuals/families in our local communities.

Growth initiatives will continue our commitment to innovation in service delivery.

Growth and quality will go hand-in-hand.