

Strategic Governance Framework

2023-2026



CLUOV's strategic plan applies a person-centered approach, emphasizing autonomy and individual aspirations to guide the organization's development and support services. With a dedicated staff and visionary leadership, CLUOV is well-equipped to address challenges in the Developmental Services sector.

Our Motivation

Vision

That all persons live in a state of dignity, share in all elements of living in the community, and have the opportunity to participate effectively.

Mission

To foster the development of welcoming communities through:

- Providing supports and services based on each person's uniqueness
- Enriching community life through community capacity and partnerships
- Opportunities for stakeholders to learn and take leadership
- Promoting diversity through public education and promotion of inclusion
- Leadership in human rights advocacy
- Eliminating physical, attitudinal and societal barriers to full citizenship

Values and Commitments

Ensure the concepts "**exploring options**" and "**informed choice**" are the basis for decision-making by individuals supported by CLUOV

Avoid segregated initiatives and activities, focusing on **individualization** and **inclusivity**

Partner and **collaborate** with local and regional organizations as the first option for change - together we are better!

Research and introduce **new revenue streams** including base funding, fees-for-service, grants, and fundraising

Guiding Principles

Person-Centredness

Our focus is on the person, never the system. We recognize the unique goals of each person supported, empowering their strengths, prioritizing their autonomy, and emphasizing informed choice.

Respect and Dignity

Respectful interactions do not draw undue attention to someone's disability, diagnosis or condition. They involve listening and responding to everyone's needs with the same promptness and urgency. People are people, united by humanness rather than separated by differences.

Service Excellence

Service excellence involves achieving and maintaining the highest standard of performance in the delivery of person-centred services. It requires attention to our processes and desired outcomes through self, team, and agency-wide evaluation of our work.

Teamwork

Teamwork requires clear communication, honouring of commitments, high expectations, and serving each other with the highest levels of mutual accountability. It is at the centre of everything we undertake here at CLUOV.

Wellness

Wellness begins with inclusiveness through which people's emotional, physical and psychological needs are recognized and nurtured. It allows us to live, work, grow, connect and learn with dignity and safety.

Strategic Goals



Service Excellence

Look to outcomes and other data to make decisions so we can be sure people are satisfied and receive respectful, responsive support



Quality of Life

Ask questions and listen to people supported so that we can offer the best service and share our ideas with partners in Community Living



Employee Experience

Ask questions and listen to employees in ways that everyone feels they have a voice, and use this to shape our organization and provide the best support



Organizational Excellence

Everyone connected to CLUOV needs to see themselves as a leader. We will keep learning, offering opportunities, and supporting growth



Business Practices and Communication

Strengthen relationships with community partners. Reduce property ownership and increase community access. Involve others to share the benefits of inclusion



Governance

Help our Board be stronger, find and support new directors so they may be confident to represent CLUOV and our commitments