

# STRATEGIC DIRECTIONS

## 2018-2020



### ENRICH CLIENT EXPERIENCE

Our clients deserve the best of care. A strong commitment to client service, collaboration, and continuous quality improvement will ensure exceptional client experience which meets individual needs and contributes to improved outcomes.

➤ **Enable Client-Centred Care**

➤ **Strengthen Quality Service**



### PROMOTE RESILIENCE

We will embrace and lead innovation to help build responsive services and programs that empower and support clients and caregivers to live independently and safe in their home and community.

➤ **Qualified & Active Volunteers**

➤ **Cultivate Leadership**

➤ **Unified Voice**

➤ **Respond to Changing Communities**



### CELEBRATE STRENGTHS

We will celebrate success and foster meaningful opportunities to inspire and share the unique and positive contributions made by Community Support Services. We will expand the understanding and visibility of community support services through engagement of clients, caregivers, and partners.

➤ **Visible Community Asset**

➤ **Mobilize Knowledge**