



## Community Visions & Networking (Quinte)

*Strategic Plan 2018-2023*

## Introduction

Community Visions & Networking (Quinte) has had a community presence in Belleville since 1978. We have been actively involved in supporting people in their community evolving from a group home setting with 8 people to supporting over 65 people in their own homes throughout the greater Quinte area.

1990 was extremely exciting, yet an emotionally charged year for the organization. We physically restructured the agency and worked through a complete change in philosophy, mandate and goals in concert with the people we support, their families, friends and other community members.

In 1996 the organization expanded their mandate, which enabled the agency to support anyone who had a developmental disability and who required assistance to live interdependently in the community.

In June of 1999, with the closure of Prince Edward Heights, five more individuals were supported; four of whom needed 24-hour staff support, and one who required respite services. These 4 individuals moved into a house together, we provide the same individualized supports as we would to anyone who is living in their own home (Supported Independent Living).

The organization continues to grow and provide further supports to meet the needs of the community. We believe that, given the opportunity, everyone can have diverse relationships with family, friends and community members that encourage mutual participation and lead to a fulfilled life.

## Journey

In the Fall of 2017, CVNQ's Board of Director's hired a new Executive Director and embarked on a journey to develop a new Strategic Planning process. The process began with open door communication and the gathering of Strengths, Weaknesses, Threats and Opportunities of the agency by the Executive Director. This included private and group focus meetings with members of the Board of Directors, employees, people receiving services, and community partners.

A summary of the findings was posted for further contribution by stakeholders and draft objectives posed in two planning days with employees and three focus meetings with people receiving services.

The first draft of the planning document went through a second vetting posting online and on the bulletin board in preparation for the Board editing and processing stage.

The Board of Directors endorsed the full plan on May 30, 2018.

## Political Environment

The most important political factor for Community Visions and Networking (Quinte), is the main funder, Ontario's Ministry of Community and Social Services (MCSS). The Ministry has provided no increase in base subsidy for several years. This has forced all organizations it funds, including CVNQ, to do more with less. With a pending election in June 2018, the climate is uncertain whether its state of crisis of Developmental Services will be addressed or further impacted negatively.

Although there have been fiscal responses to support increases for families and individuals, these increases have not been realized by service providers. With the onset of Bill 148, the funding received by families and individuals has now been reduced to below their original supports being realized.

The Ministry's Transformation initiative is changing the face of developmental services in Ontario. Among the important features of the new system are the Developmental Services Ontario offices which now constitute the front door to services for individuals and families, and an increased emphasis on individualized funding, which gives individuals and families more options in terms of the services they access through such programs as Passports. This creates an atmosphere of competition for those services and CVNQ recognizes the need to transform in order to respond to the needs of the community while maintaining quality services.

## Demographics

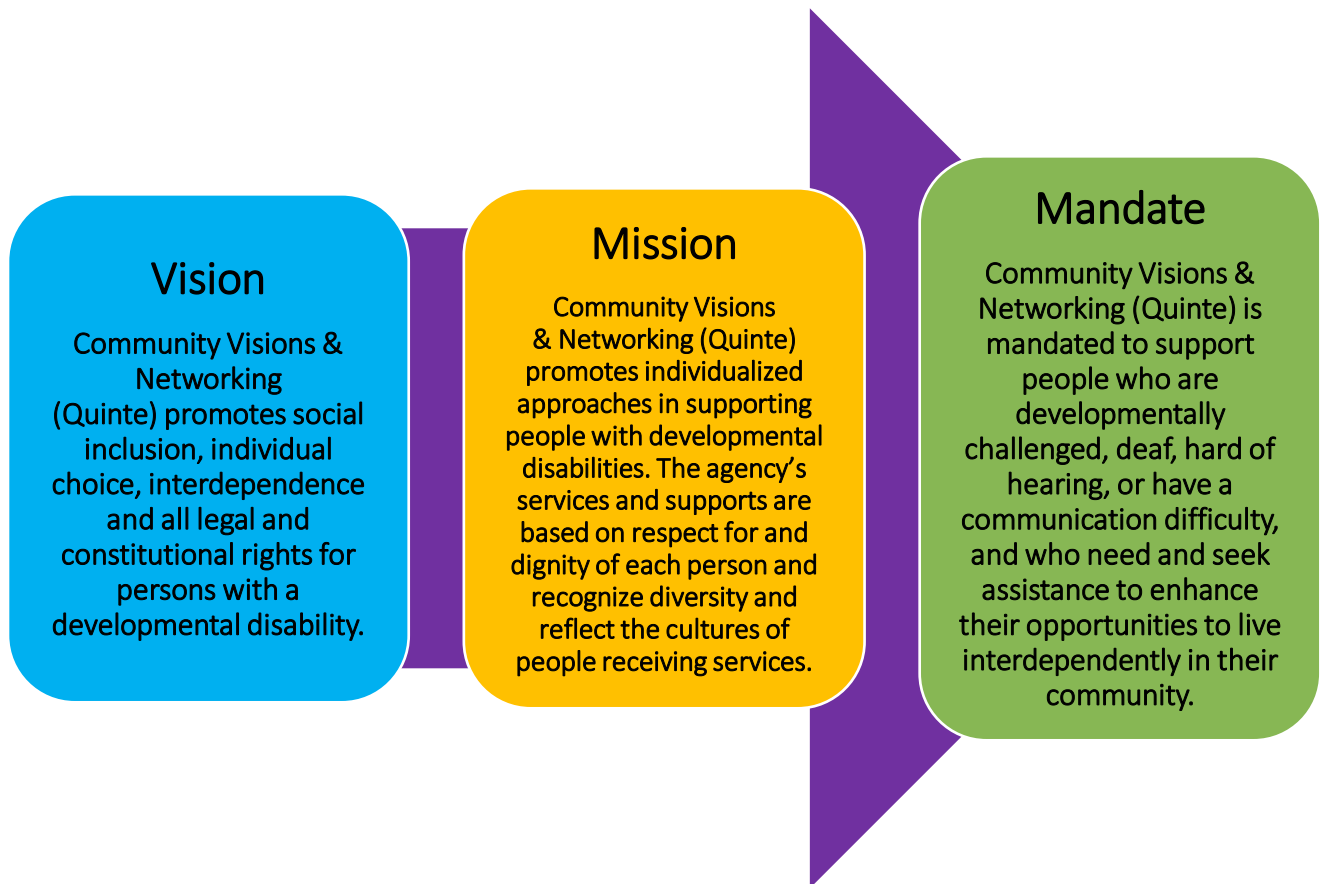
There are five other organizations that provide services to adults with developmental disabilities: Community Living Belleville, Community Living Prince Edward, Community Living Quinte West, Pathways to Independence, and Quinte Vocational Support Services. CVNQ uniquely offers services based on individual choice and preference which is advantageous. The existence of these organizations influences planning in several ways, including presenting the opportunity for partnerships, collaboration, sharing and joining together.

CVNQ supports approximately 75 people in Belleville, Trenton, Prince

Edward County and area since 1978. Our 37 employees travel 84,666

kilometers each year to support people in their communities. This includes but is not limited to:

Hockey games, Medical appointments, Shopping, Visiting families, and much more!!!



## Values



## Principles of Service

### We believe...

- Every person has dreams and hopes and that the opportunity to realize them affects how they perceive themselves and how others perceive them.
- People have control over their own lives and choices and that everyone needs to have information, knowledge, experiences and opportunities to make informed decisions.
- How people choose to involve themselves in their community affects their quality of life. At the same time, we believe that the community has a responsibility to ensure opportunity for participation.
- People learn through life's many challenges and risks which promote enthusiasm, personal growth and help to determine future direction.
- Given the opportunity, everyone can have diverse relationships with family, friends, and community members that encourage mutual participation and can lead to a fulfilled life.
- In work experiences, living conditions, and opportunities for health and fulfillment that contribute to social and self-respect.
- People require a place to live of their choosing where they can exercise ownership, reflect their personality through their possessions and choices and decide with whom they share this space.

## Quality of Life Statements

- Exercising control over our lives and having the necessary information and experiences to make informed choices.
- Opportunities to meet a wide variety of people in diverse community settings, and to form relationships in which we can be depended upon and to give to, as well as receive from others.
- A sufficient income to provide a reasonable standard of living and opportunities to make decisions about how our money is spent.
- Being valued and respected by others and having opportunities with encouragement to occupy valued roles, thus increasing our feelings of self-worth.
- Chances to learn new skills, develop our talents and interests, and have new experiences to make choices about our lives.
- Employment that provides a sense of self-worth and satisfaction, that is valued by the community and provides a fair living wage.
- Pleasant, cheerful, place to live, filled with the items we enjoy having around us; and that we decided where we live and who we may invite to share our home.

## Bill of Rights

### The Right to:

- Decide what happens in your life
- Choose your goals and expect them to happen
- Services in all aspects of my life
- Satisfaction of services and the support to change them if not satisfied
- Say no to anything that does not feel right to you
- Be respected for who you are and what you want
- Be proud of who you are
- Grow, learn and try new things
- Take risks once you understand the consequences

### The Right to Relationships

- Friendships
- Love & Sex
- Marriage
- Have and raise children

### The Right to be Safe

- From emotional, physical and sexual abuse
- On the street
- In our homes
- From people taking advantage of us
- From bullies
- From prejudice, persecution
- From disease
- In Smoke free environments

### The Right to Education

- In Schools
- On computers and social media
- Abuse prevention
- Mental Health
- Sex education
- Someone to teach the way we learn best

### The Right to Shelter & Food

- Emergency relief

### The Right to Privacy

- Private space with girlfriend, boyfriend, spouse
- To lock the door
- Privacy of body
- Confidentiality
- Privacy of files
- "People should leave our stuff alone"
- Privacy of personal things (e.g.: alcohol, drugs, belongings)
- Safe place to keep things
- Right to be alone
- Privacy of mail

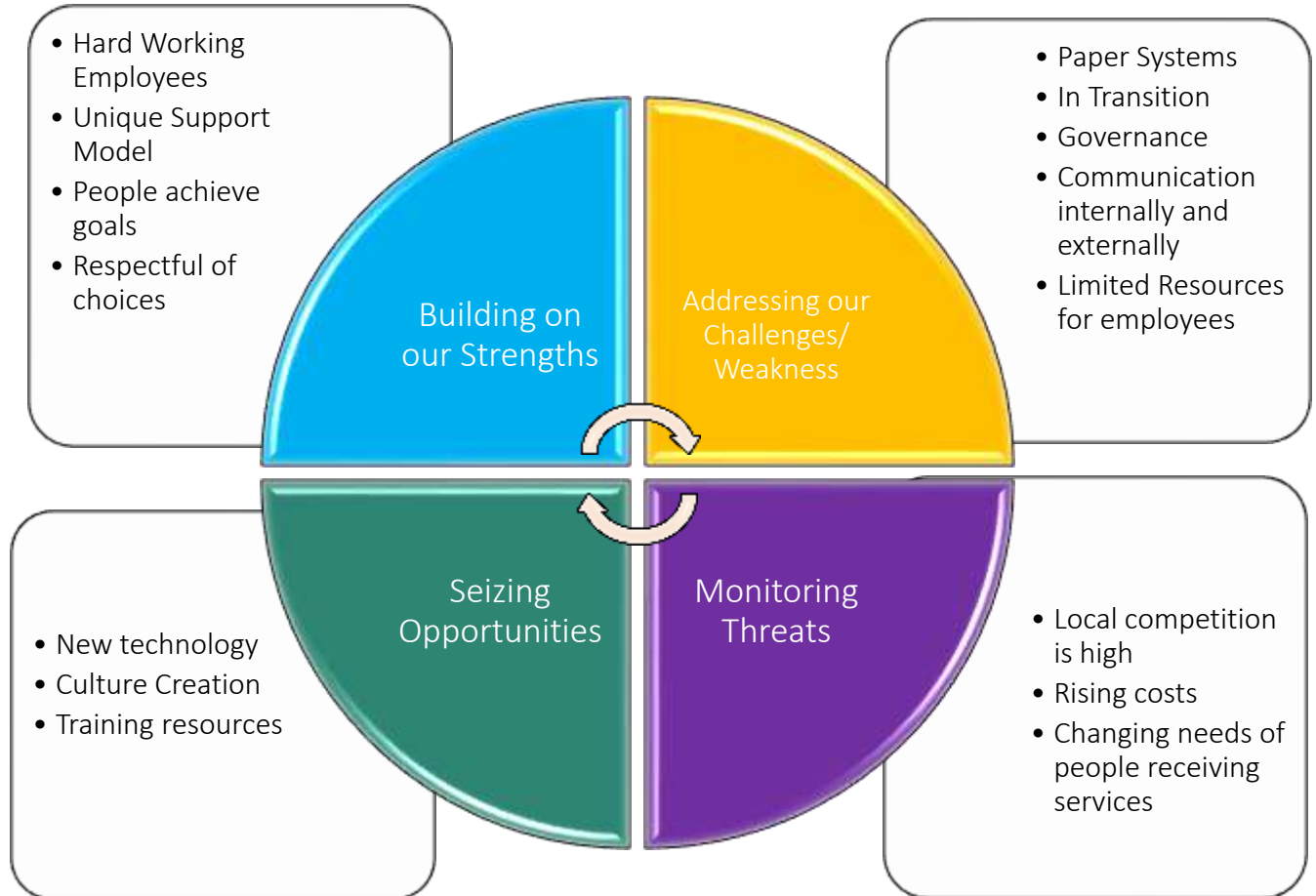
### The Right to Support

- For all people
- Legal support
- Budgeting and financial support
- Respectful support
- Counselling and therapy
- To choose the people who support you

### The Right to a Meaningful day

- To work
- To volunteer
- To get involved in my community

## S.W.O.T.



## Objectives

CVNQ will invest in employee resources directed at increasing capacity to meet the needs of people receiving services.

### Strategies:

- Foster a productive work environment and healthy culture throughout the agency that ensures the capacity to meet the demands of people receiving services
- Invest in quality education, resources and training for employees, people receiving services and Board of Directors
- Develop a culture of transparency, appreciation, teamwork, and open dialogue to support creative and innovative thinking
- Increase human resource capacity by ensuring succession planning, job satisfaction and role commitment



CVNQ will be an actively recognized service provider utilizing community partners strategically in the Quinte community to increase resources for people receiving services.

### Strategies:

- Raise a profile in community that celebrates excellence in services
- Increases opportunity to diversify funding sources through the development of a planned gift program and series of events for social, community awareness and fundraising efforts.
- Support people receiving services to actively have a voice in matters that are important to them in their communities and assist in advocacy if required to make changes.
- Develop strategic partnerships that will advocate for community responsiveness to the needs of people receiving services





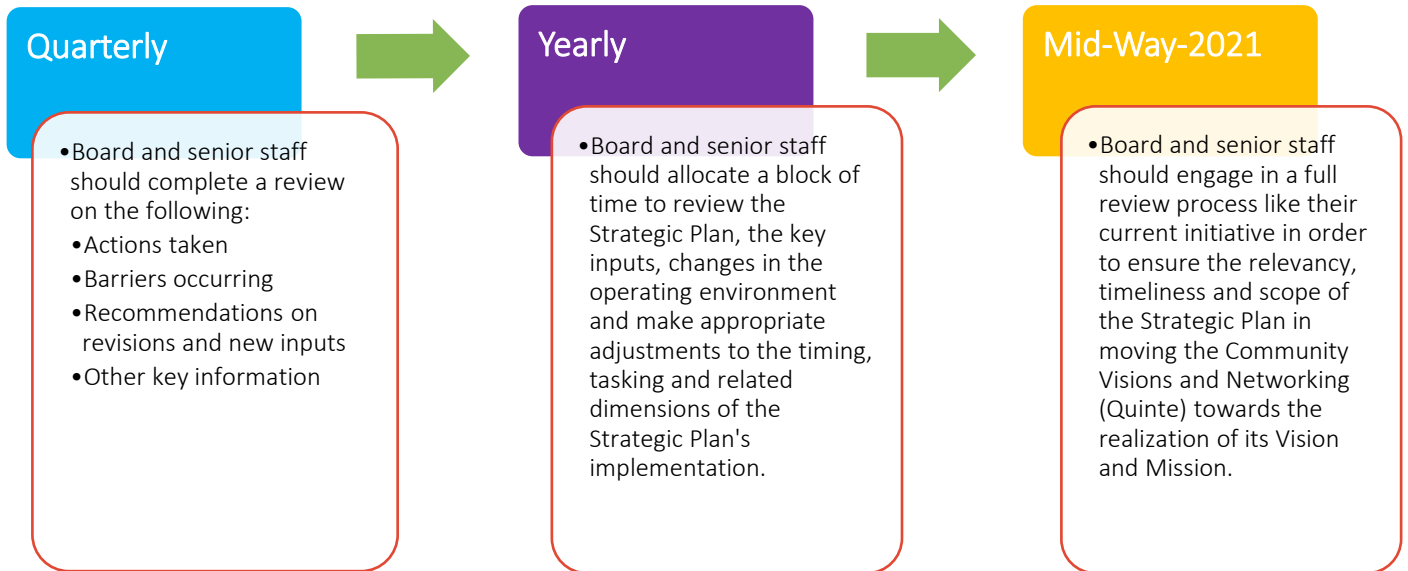


CVNQ will transform services across a lifespan spectrum to a measurable high quality of services based on the desires and needs of people receiving services.

Strategies:

- Create services that respond to a younger generation of people receiving services
- Create services that meet the changing needs of people who are aging
- Develop continuous Quality Enhancement measurement systems
- Review and design operational and administrative systems that minimize effort and maximize results using effective technology

## PLAN REVIEW



Board should report on the progress being made on the Strategic Plan at its Annual General Meeting, in its Annual Report and newsletters, and on its website.