

2023  
2025



E3 Community Services

# Strategic Directions



# Vision, Mission, Values

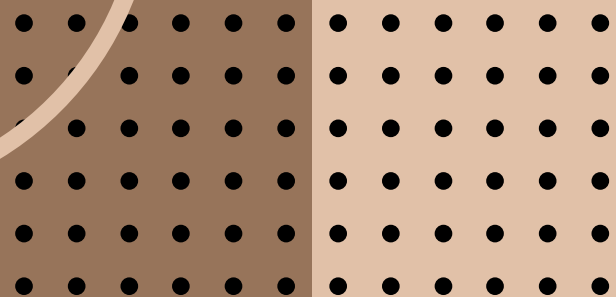
We strive to Educate, Enable and Empower people, staff and community.

E3 Community Services values the uniqueness, dignity and worthiness of each individual we support. We believe that a healthy community only exists when the contributions, needs and aspirations of every individual are recognized, acknowledged, utilized and appreciated.



# 1. Enhance Our Support Services

- Invest in training, technology, and communication systems to continuously improve our knowledge of the person, communication with them and our approach to providing person-directed support. This will allow us to meet people's preferences in a sensitive, genuine, and responsive way.
- Expand our day services to provide greater offerings, flexibility, reach and person-directed choice, including service fees.
- Co-design new accommodation supports to provide people more choice for supported living scenarios within our community.
- Develop new team roles to support people uniquely and efficiently.
- Develop a clear and comprehensive medication administration training program for adult services to address increasing medical needs of people we support.



## 2. Foster Employee Engagement & Culture

- Encourages and promote the well-being of our employees to strengthen our workplace culture of wellness, diversity, support, and empowerment.
- Redevelop job descriptions, employee evaluations and recognition systems to better acknowledge employees' individual accomplishments, coaching opportunities, and service delivery.
- Develop training plans for existing employees and offer enhanced training opportunities and support to develop their skills and contributions to the organizations mission.
- Prioritize refreshing the onboarding process and training to launch new employees more successfully.
- Maintain clear open communication throughout the organization through manager 1W1 meetings, CEO Newsletter, and new communication techniques to encourage on going conversations, support and innovation.



# 3. Modernize Agency Systems & Structures

- Prepare for the person-centered change in government funding model in Adult Services by implementing a responsive financial system and developing new processes and tools to track key data.
- Complete an operational system review to assess areas that require system changes.
- Ensure that the organization structure and roles support the emerging needs and skills necessary for the future success of the organizations mission.
- Review the structure and purpose of our social enterprises in fulfilling our social purpose.
- Leverage all our systems to streamline communication to team members, people, families and partners.





# 4. Build Stronger Connections with SGB Communities

- Reignite communication to people supported and their families to foster community and support in codesigning our future.
- Strengthen our brand's presence with local community supporters, volunteers, and potential donors.
- Modernize our digital presence to efficiently increase our awareness in South Georgian Bay to encourage increased choice, support and funding.
- Identify and increase local partnerships with like-minded organizations and people in our community to develop better ways to build inclusion for people we support.

