



Ignite | Strive | Succeed

Strategic Plan Highlights 2021-2024

Community Living Association for South Simcoe
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Strategic Priorities

Actions/Steps

Solidify Organizational Identity

Develop a new aspirational description of CLASS that is exciting, motivates our stakeholders and drives planning and decision-making.

Develop inspiring, relatable and easily understood positioning statements for CLASS (vision, mission and guiding principles/values) that accurately reflect the aspirations and efforts of the organization.

Develop and implement anti-racism, anti-Black racism and anti-oppression framework policies and practices.

Develop and implement strategies for enhancing organizational leadership.

Strengthen Person-Directed Services

Address service quality.

Implement a standards and accreditation system that ensures voices of people supported are heard & inform all service decisions

Revamp our approach to existing and future accommodation options to better suit needs and preferences of people supported.

Improve CLASS' capacity to serve people with complex care needs.

Reimagine CLASS' approach to facilitating people's participation in recreation, culture, volunteer and other communities of their choosing.

Increase the number and quality of activities participated in, including those that enhance connection to community such as volunteering and paid employment.

Enhance Our Work Environment

Introduce a comprehensive human resources strategy that supports a well-trained, highly effective staff team in a positive, safe working environment.

Develop plans to address the range of stakeholder issues identified in the surveys and focus groups in the following categories:

- Diversity, equity, inclusion and safety
- Accountability
- Staffing capacity and deployment
- Staff development, engagement, retention and advancement
- Staff wellness and mental health.

Expand Our Collaborations

Develop and implement a community communication plan that increases CLASS' profile in our catchment area.

Continue to create and expand opportunities to partner with others and enhance the lives of the people supported by CLASS.

Develop a "group neighbours" plan that enhances our partnerships with community members and business members.

Identify service gaps and collaborate with other stakeholders to meet those needs

Seek out partnerships that facilitate the development of creative support options.

Foster, facilitate and grow the family network and strengthen its relationship with CLASS.