



Goals | Actions



Refresh Organizational Positioning

- Embed the new mission, vision, and values statement throughout SDS's culture.
- Update service principles to align with these guiding statements.
- Launch new branding initiatives, including a new logo.
- Implement Personal Outcome Measures (POMs) and foster their ongoing use.



Strengthen Agency Core Functions

- Review and improve Finance and Administration for accuracy, transparency, and timeliness.
- Enhance Human Resources: clarify roles, improve hiring and onboarding, support diverse needs, and strengthen recognition and engagement.
- Foster a positive, progressive work culture with visible leadership and clear roles.
- Implement accountability management and recognition programs.
- Advance diversity, equity, inclusion, and accessibility.
- Develop succession planning and a robust communication strategy.



Enhance Services

- Expand flexibility and options in Community Participation, including evenings and weekends.
- Provide more choices in Group Living arrangements.
- Increase capacity in Intensive Support Residential programs as funding allows.
- Review and improve Passport and Respite programs.
- Enhance quality and timeliness of building maintenance and repairs.