

Condensed Summary Strategic Plan

Total Communication Environment

2022-2025

TCE Identity Statement

Mission TCE provides support to each person to live with dignity and respect and to exercise their rights as citizens to have opportunities and make choices that are unique to each person.

Geographic Scope - Ottawa

Beneficiaries Primary beneficiaries are adults with augmented communication needs and/or intellectual disabilities throughout different stages of their lives. Families, caregivers and supporters are secondary beneficiaries.

Impact:

The capacity of individuals is nurtured and sustained by providing support for:

- Personal well-being and social inclusion through a range of supported housing (residential) opportunities;
- Community engagement and opportunities to contribute to community vitality;
- Development and maintenance of relationships;
- Learning and development of abilities;
- Agency & self-determination;
- Reduction of barriers to inclusion and promotion of each person's social capital and contributions to their community.

Core Values

Self- Determination

- We believe that people have the right and ability to choose and control their own life
- We commit to actively listen to what people tell us, and support what they want and need to live a meaningful life by their own definition
- We commit to and support this in partnership with their support networks

Relationships

- We build meaningful connections with people and their support networks
- We honour, encourage, and maintain connections through honesty, trust and reciprocity
- We facilitate the development of new connections within the community

Growth

- We adapt to change with flexibility and creativity
- We honour, support and advocate the right of individual choice, control, and supported decision-making

VISION

A community that welcomes its members not in spite of their differences, but to celebrate these and to appreciate the contributions of all its citizens.

Our Vision for 2025

Person-Centered Support

- Person-centered plans are developed and executed
- Direct Support Professionals and individuals matched in a more person-centred manner
- Use of more technology without losing personal touch

Consumer and Funder Satisfaction

- Continuous improvement with Ministry evaluation results and maintain high compliance scores with MCCSS
- Positive survey results from people we support, their families and employees
- Accepting of challenges and respond effectively

Recruitment and Staffing

- Values-based recruitment fully integrated
- More competition for both internal and external postings
- High staff retention rates and lower turnover-rate

Culture

- Recognition and appreciation of staff and volunteers for their unique contributions and skills
- Staff and volunteers are engaged and appreciated

Supported Housing

- More diverse options in housing and expanded supports and services
- Increased access to affordable and individualized housing

Financially Sustainable

- Stable finances, increased diversity in revenue sources/less reliant on MCCSS

Collaboration

- Shared supports/resources with other organizations
- Reciprocal, respectful partnerships with other service providers

TCE – Six Strategic Directions for 2022-2025

1. Continue to invest and focus on TCE developing as a person-centered organization
2. Update service delivery/business model to respond to community needs and trends
3. Build HR capacity to support person-centered work and to create a “leaderful organization”
4. Increase availability of suitable, affordable and sustainable housing via asset management and collaboration
5. Build relationships and sustainability through collaboration
6. Create greater community support and engagement through promotion and resource development