



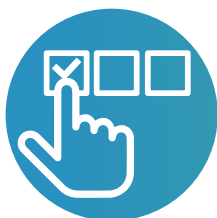
Supporting
people of
all ages who
have an
intellectual
disability and
their families
since 1961.

STRATEGIC DIRECTIONS

2021-2027

Approved by
the Board of
Directors:

NOVEMBER, 2025



Transform Services and Enhance Support Offerings

- Expand the range of innovative person-directed & flexible supports to respond to diverse needs and abilities.
- Re-imagine service delivery to respond to the changing needs of people supported and families.
- Advance technology-enabled and virtual supports as an additional option to in-person.
- Design new accommodation support options that help people reach their full potential.
- Increase focus on children's services including youth with complex special needs.



Expand Key Partnerships and Strategic Connections

- Enhance existing partnerships and pursue new connections with other sectors.
- Seek opportunities to leverage and develop partnerships and collaborations.
- Concentrate efforts in the business community to showcase Career Compass Employment Services.
- Expand outreach with the education sector to promote student preparedness and skill development for adulthood.

people supported, families, employees and community input, has considered these Directions confirm our goals and priorities for 2021 – 2027.



Strengthen the Agency Business Model

- Assess the impact and learnings from the pandemic to develop and proactively implement strategies for continued resilience.
- Develop a robust employee recruitment and retention strategy.
- Drive innovation that supports flexibility and modernization within the agency and shared externally
- Regular review of social, economic, community and government factors to direct activities that support adaptability, sustainability and growth
- Anticipate and prepare for changes in government funding models
- Diversify and increase revenue streams by exploring opportunities to leverage in-house expertise and resources



Enhance Stakeholder Engagement

- Further champion the Together One Dream partnership with Ensemble and New Day to enrich service delivery
- Nurture and strengthen connections with families to enhance agency responsiveness and aid in the development of a lifespan approach to services
- Meaningfully engage employees at all levels of the agency
- Enhance and strengthen relationships with community supporters, members, volunteers, and donors

Vision

A community that celebrates inclusion
and inspires possibilities.

Mission

We are committed to supporting people with an intellectual disability
to achieve their goals and dreams; empowering them to flourish
as full citizens who are valued in their community.

Our Guiding Principles

The value of each person as an individual citizen |
Individualized and flexible supports |
Choice, control and safety for each person supported |
Support networks Community partnerships | Advocacy | Accountability



Inspiring Possibilities



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