

Strategic Plan

2025-2029



MISSION

Community Living Ajax-Pickering and Whitby is dedicated to supporting people with developmental disabilities so they can live full lives and be effectively, safely, and inclusively supported in their own communities. We serve that mission by offering a broad range of personalized supports and services, closely aligned with their individual goals and choice of where they want to live, learn, work, and enjoy their leisure time.

VISION

Community Living Ajax-Pickering and Whitby envision a society where everyone belongs – living in a state of dignity, sharing meaningfully and safely in all elements of community life, and having opportunities to participate effectively. In our future vision, there is genuine inclusion for all.

VALUES

Honesty
Integrity
Transparency
Accountability



Strategic Plan 2025-2029



We are pleased to present our four-year Strategic Plan which will guide and inform our services from 2025-2029. This plan will help lead towards a community where everyone belongs, where there is inclusion for all.

This plan was created after reviewing data and survey results from right across the organization. From people receiving services and their families, staff and board members to community partners and politicians, we sought feedback and information from hundreds of contributors.

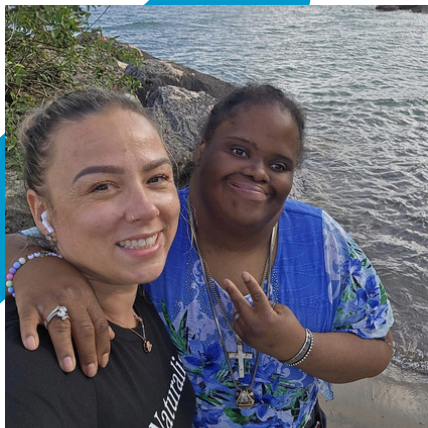
This incredibly inclusive process was facilitated by Marcy Lee of Little Dynamo Consulting, a skilled consultant with a passion for equitable and inclusive approaches.

We trust you will find this plan both inspiring and reassuring as you review our intentions to continue to provide and expand on our high-quality person directed supports. We will continue to work with families, caregivers and community allies as we strive to create a welcoming and inclusive community where everyone belongs.

Lisa McNee Baker
Executive Director

Jackie Stewart
Board President

Denyse Newton
Strategic Planning Committee Chairperson



Pillar 1: Evolve Our Approach

CLAPW will evolve how we work and pursue innovative approaches to service delivery to meet the changing needs of the people we serve. As a committed and reliable member of the developmental services community in the region, we will build upon this proven history to provide supports tailored to the needs of individuals.



Pillar 2: Champion Our People

People form the foundation of everything we do. We will amplify the voices of supported individuals, their families and caregivers, and the broader intellectual disabilities community so that people can live safely and independently with autonomy and choice in their daily lives. We will build on the strength, passion, and insights of our staff and volunteers to deliver outcomes and put our people at the centre of all decision-making.



Pillar 3: Develop Our Resources

We will invest in our staff team and build on their strength, passion, and insights and put our people at the centre of all decision making. We will develop flexible funding pathways and optimize capital resources to contribute to the sustainability of our organization.



Pillar 4: Engage Our Community

We will strengthen our role as a trusted partner, build community relationships, advocate for better policies, and explore innovative partnerships. We will live our commitment to diversity, equity, inclusion and belonging by being responsive to and representative of the community.

Pillar 1: Evolve Our Approach

- Align with the mission and vision to enhance service quality, accountability, and trust while inspiring purpose and meaning
- Develop a people-first mindset for excellent customer service
- Build a culture of innovation, teamwork, flexibility, and continuous improvement where people thrive and feel safe
- Enhance governance to maintain compliance and leading practices
- Develop a 10-year CLAPW housing strategy addressing current and future needs



**Create resilience while
maintaining service
excellence**



Pillar 2: Champion Our People

- Invest in self advocate leadership to develop agency and choice for people
- Include the views of those we support in service design, promoting self-advocacy
- Invest in and advance family/caregiver leadership by expanding input opportunities
- Develop a culture of belonging by embedding principles of Equity, Diversity, Inclusion into all practices



Pillar 3: Develop Our Resources

- Establish consistent communication channels for continuous improvement and relationship building
- Invest in the next generation of DSP's that will support and build capacity for those we serve
- Create internal pathways for staff professional development and preparation for advancement
- Develop flexible funding strategies for individual-centred service and agency sustainability



Pillar 4: Engage Our Community

- Make Durham a more welcoming region, promoting genuine inclusion
- Expand brand and mission awareness of Community Living Ajax, Pickering and Whitby
- Develop partnerships and collaborations to expand services



**Increase
partnerships and
collaboration**



Looking Forward

A Strategic Plan is a living document that provides a roadmap for the organization to follow to help ensure we realize our mission and vision. We have carefully crafted a plan that will be sure to support and guide the organization through a time of considerable change in the developmental services sector.

For 67 years Community Living Ajax Pickering and Whitby has served the community. We have listened carefully to our constituents and have evolved our services, changed and aligned our approach with best practices to support people with intellectual disabilities.

We are excited about the possibilities that exist for CLAPW and remain deeply committed to providing individualized supports that help people to live good lives enjoying all the riches the community has to offer.

“Together ordinary people can achieve extraordinary results” - Becka Schoettle

