

Strategic Operating Framework

2023-2028

We are committing to boldly innovating and scaling our services to better meet the evolving needs and goals of the people we support and their families.

cltoronto.ca



Our Motivation

Our Vision

A society where everyone belongs.
A society where everyone is valued.

Our Mission

Foster inclusive communities by supporting the rights and choices of people with an intellectual disability.

Our Core Values

- **Inclusion** > We will implement policies, practices, programs, and services which advance the full inclusion in society of the people we support.
- **Choice** > We will increase the range of choices to enable people we support to live their best lives.
- **Diversity** > We will celebrate and harness the uniqueness and richness of difference of every person we support and every member of our staff.

Our Goals



Put People We Support First

- Develop a people-first mindset to deliver an exceptional customer experience.
- Seek out the views of the people we support and their families when designing and evolving services.
- Develop and support initiatives that move people out of poverty, improve health outcomes and foster greater autonomy.



Grow to Meet Increasing Demand

- Expand our existing resources and capabilities.
- Develop new services to reach more individuals and their families.
- Use data to measure and improve how we support people.



Contribute to Foster Community

- Promote the inclusion of individuals with intellectual disabilities as full members of their community.
- Strengthen our Community Councils to better connect with our neighbourhoods.
- Develop relationships with disability organizations globally to understand their experiences and exchange knowledge.

Our Initiatives



Transform our Program and Service Models

- Enhance our person-centred service approach.
- Deliver with excellence and innovation while looking to best practices to inspire our work.
- Evolve to better understand the needs of the people we support.



Modernize Our Business Operations

- Continue our digital transformation.
- Utilize data to set targets, monitor performance and inform decision making.
- Increase revenue through philanthropy and social enterprise.
- Enhance our organizational governance.



Equip Our Workforce for the Future

- Attract, reward and retain a skilled, dynamic and diverse workforce.
- Enhance health, safety and wellbeing.
- Develop capacities and capabilities at all levels of the organisation.



Embed Equity, Diversity, and Inclusion

- Develop a culture of acceptance, support, and openness for our staff, individuals we support and their families.
- Stand against racism.
- Celebrate differences.
- Play our part in Indigenous Reconciliation.



Advocate for What is Important To Us

- Advocate for issues that improve the lives of people with intellectual disabilities, our communities and our allies.
- Put the people we support at the front of our advocacy.