



**INGERSOLL SUPPORT SERVICES INC.
REPORT ON SERVICES & VISION 2013-2014**

The seasons continually change — but in their changing, they always return. They return to the same place — but it is also to a different place. This returning allows us the opportunity to try again to accomplish the things that we did not succeed at the last time — a sort of forgiveness built into nature itself. This means that Ingersoll is constantly in motion.

The cycle of annual planning is the same way. It involves planning, doing, checking on progress, correcting our course, and then acting on those new things we have learned. This report is based on our past progress, and on our Vision from 2012, then 2013, 2014, and now a Vision for 2015. This Vision 2015 is framed in the same manner as it has been in previous years.

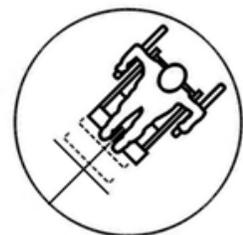
We have identified this as **an iQuality plan**. This means that quality for all of us, while based in

Quality

community, is formed by how “I” respond in each moment. How each of us, individually, has a role in forming quality for all of us. I can be continually creating and re-creating quality.

This plan is based on FOCUS Accreditation Standards (2014) and is informed by the Ministry of Community and Social Services (MCSS) Quality Assurance Measures (QAM). These elements are worked out uniquely in our community of Ingersoll and are imprinted by who ISSI is.

We have identified five statements of Vision that are also statements of values manifested in our community. These are: that we be **Person Centered**, that we have **Visionary Leadership**, that we engage in **Continuous Learning**, that we have a **Positive Design** and that we have **Responsive Services**. These five areas are comprised of 14 parts. Goals



are set for each of these parts. Our conversations and expressions about this happen in several ways. A short statement of our hope (“*we want to help people find their voice, we want our members to experience growth opportunities, and we want to create a truly inclusive community*”), our brochure Vision 2015 (our detailed plan for all of this information), our website, and lastly, our beliefs about quality, are modelled by each of us in our ongoing actions. Over the next year these are the things that are most important to us:

Person Centred



1. That people have a voice. This is about rights, plans, communication, and access. We will teach people about rights. This means understanding their rights and the rights of others. We will do this individually and in groups.

2. We will help people be able to understand and tell others how they want their life to be — their goals and plans. They will identify and achieve goals they set for themselves with our help, and with the help of their family and friends.

3. We will help people to better communicate with others. We will develop a Communication Plan for *and with* everyone we support.

4. We will help people understand and overcome barriers to access. We will develop an accessibility tool that identifies personal and community barriers and how to overcome those barriers.

Visionary Leadership



5. Leadership will develop a plan for the agency — including a calendar for that plan, and a tangible way to report on, measure, and revise our progress. This will be done by formalizing an annual internal report that includes: the complaints process, risk assessment, organizational learning, and Human Resource reporting. This reporting will be reflection based and describe actions for adopting the principles the organization has learned through the reporting and annual review.

6. We will continue to be good stewards of the organization's finances by aligning the budget to our values and vision. This includes finding ways of respecting people who are outside of the service delivery system. This will call for creativity and innovation.

7. We will identify, report on, and minimize risk for people and for the organization. We will do this while maintaining excellence in innovation and growth and while helping people we support and our members to experience their life fully.

Continuous Learning



8. Our members will learn to experience their life, their work, and their workplace as a continuous growth experience. We will develop and deploy a comprehensive organizational learning plan that sets measurable goals that are acted on, and reflected on. The learnings from this process will be reported back to our members and partners.

9. We will develop our human resources — people. We will begin a cycle of *growth opportunities* known as **GO** for staff members. We want members of the organization to understand that we want to help them see, find, and achieve continual growth opportunities.



10. We will develop partnerships for a truly inclusive community that will assist all persons needing support services in our community. We will do this by realigning our work, finding capacity in our services, fundraising, creating partnerships with community and community organizations, and exploring minimal fees for service structure.

Positive Design



11. We will create a positive design for Wellness in our community. This includes engaging in wise practices to learn and teach health and safety. We will encourage ourselves and all of our members to practice this as a *way of life*.

Responsive services



We will provide services in a person’s home (12.) and throughout their community (13.). We will assist people to find specialized help (14.) when needed. Our intention will be to *measurably assist people to become more involved, active, empowered, and valued as people contributing to their community.*

In the past year we have served 88 people through varied and unique individualized services. However, throughout Ontario and also in Ingersoll, multitudes of people remain without services. We must not allow ourselves to become indifferent to this — even if it means remaking the very essence of our organization. A morality predicated on economics alone is no morality at all.

Thank you once again to each of you as *members* of the organization — as staff members, as Board Members, as Volunteers, as committee members, as community

partners — may your efforts at quality and excellence be rewarded with personal satisfaction, joy in your work, and growth opportunities.



Don Justrabo
Director of Services