

Vision 2012

The ISSI Annual Operational Plan for 2011-2012 is based on the ISSI FOCUS Action Plan. The Action Plan has been developed by the ISSI Working on Quality (WoQ) Steering Committee. The Committee has been created for the purpose of devising a Quality of Services system for Ingersoll Support Services. This Quality System is structured by the FOCUS Accreditation Quality Standards and is informed by the Ministry of Community and Social Services Quality Assurance Measures Regulation. The ISSI Quality System is uniquely designed to apply these community standards to the mission, vision and values held by ISSI. The ISSI Annual Plan information contained herein is a summary of two formative documents: the ISSI FOCUS Action Plan and the more detailed ISSI FOCUS Self-Assessment. Both of these more detailed plans will continue to guide the organization towards accreditation with FOCUS and secondly, towards an ongoing, independent, internal quality system.

There are 5 things that we envision regarding quality of services:

- Person-centeredness
- Visionary leadership
- Continuous learning
- Positive design
- Responsive services

For more information, or to participate in the ongoing work with WoQ, please contact our office.

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**WoQ:
Working on Quality**



Vision 2012

To support and empower individuals to become
valued members of their community



Visionary Leadership

Our Vision: that visionary leadership will continually lead and direct the organization by example to achieve quality.

Our Goals for Visionary Leadership:

- review the mission vision and values
- develop a strategic plan
- develop an aligned annual issi board calendar
- comprehensive policy review



Continuous Learning

Our Vision: that the organization and its individual members will engage in continuous learning, improvement and INNOVATION.

Our Goals for Continuous Learning:

- develop a strong communications plan
- create multiple feedback processes
- engage in community encounters continually
- Create INNOVATIVE opportunities

Our Vision: to ensure that the person remains at the center of our services and of all of our activities.

Person-centered



Our Goals for Person-centeredness:

- revising individual support plans
- engaging in ongoing learning for all members
- Create personal networks of truly inclusive community

Our Vision: the organizational design will be vital, comprehensive, simple and practical with a commitment to person-centeredness. Our design will rely on networking and community partnerships for success.

Our Goals for Positive Design:

- a redesigned organization
- community partners to assist us with staff learning, wellness, and accessibility
- family engagement
- a standardized service information system



Responsive Services

Our Vision: services that are highly personal and individualized, offering comprehensive support for all aspects of life, and that they be community based.

Our Goals for Responsive Services:

- community-based responsive services developed from personal support plans
- service information provision to all stake-holders
- a structure for accessing clinical services
- effective design of day support for community access



Positive Design