

Vision 2012-2013

The ISSI Annual Operational Plan for 2012-2013 is an update and extension of our Vision 2012 plan. The basis for these planning cycles is 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**

By continually working on quality in a focused manner a unifying vision is emerging: *that Ingersoll will become a community where all citizens are recognized and valued for their unique contributions and gifts.*

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

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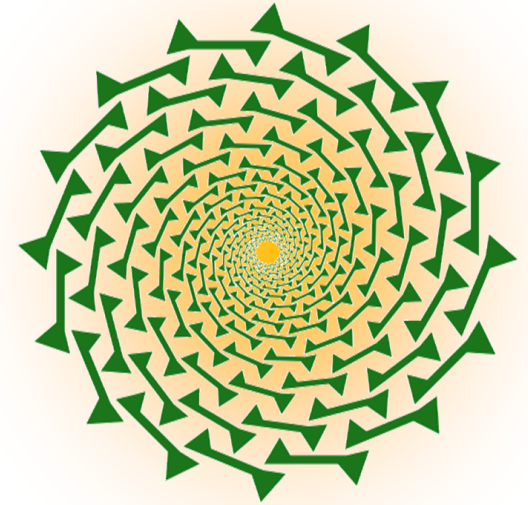
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WoQ

Working on Quality



QUALITY



Vision

2012-2013



In Community

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

An ISSI Annual Plan: 2012-2013



Visionary Leadership

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

Our Goals for Visionary Leadership:

- Develop and deploy a strategic plan with both Annual and Long-term vision
- Develop and utilize an aligned annual issi Board/Agency Calendar
- Initiate a strong communications plan for the entire organization and our community



Continuous Learning

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

Our Goals for Continuous Learning:

- Create and apply a Model for Continuous Learning for the organization and its members
- Create an inventory of multiple feedback processes within the organization
- Facilitate a formal learning session series for the year

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:

- Enhancing the support planning process to include Life-Planning
- Create INNOVATIVE opportunities
- Measurably increasing our engagement with families

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

Our Goals for Positive Design:

- A positive re-design of the organization clearly communicated to all members
- Measurably increasing our community partnerships to assist us with staff learning, wellness, and accessibility
- A standardized service information system



Responsive Services

Our Vision: responsive 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 working on completed personal support plans
- Comprehensive service information provision to all stake-holders
- Community Participation increased through effective design of day support



Positive Design