

The Participation House Project, Durham Region

Strategic Plan

2009-2011



June, 2009

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Executive Summary

Driven by the pursuit of excellence, The Participation House Project (Durham Region) has enjoyed a remarkable rise in accomplishment and reputation over the past three decades. Participation House is a progressive and innovative organization with a clear commitment to continuously improving the quality of service provided to the community.

Motivated by a wish to ensure their children would have the opportunity to live their own lives with dignity and independence, it took the dedicated efforts of The Oshawa and District Cerebral Palsy Parent Council between 1971 and 1974 to establish The Participation House Project, Durham Region.

Since its inception, adults with physical and developmental disabilities who reside in Durham Region have had access to fully accessible apartment living, homes, respite care, and supports during the day that include recreation, education and vocational opportunities.

The Participation House Project (Durham Region) is a non-profit, volunteer driven transfer payment agency funded primarily by the Ontario Government through the Ministry of Community and Social Services.

The Participation House Project (Durham Region) is moving forward with excitement and enthusiasm about future opportunities for the individuals supported, the agency and the community at large.

We strive to expand our services and diversify our funding sources. We consistently respond to the needs and wants of individuals currently in service to assist them in attaining their dreams.

To lead us in the creation of this strategic planning document, several focus groups were held with diversified stakeholder groups during the months leading up to this summation. Through a review of our strengths, weaknesses, threats and opportunities we were reflective of where we have been, where we are today and our aspirations for tomorrow.

This Strategic Plan is our working agenda, the plan is comprehensive, bold and action oriented. During the course of this Strategic Plan the agency will undertake an external objective review of its services, through Focus Accreditation. This process will reaffirm the integrity and commitment of PH in providing high quality services to all stakeholders.

Robert C. Biffin
President, Board of Directors

Michelle Marshall
Executive Director

Mandate

The Participation House Project (Durham Region) provides supports and services for adults with developmental and physical disabilities within Durham Region.

Vision

To be a community leader in providing responsive services that inspires individuals to realize their dreams.

Mission

To enrich lives through advocating community presence and facilitating meaningful life experiences.

Guiding Principles

Respect and Dignity

Participation House will

- Recognize and celebrate the uniqueness of each individual and their abilities.
- Encourage personal growth by honouring life choices.

Engagement and Inclusivity

Participation House will

- Be innovative in promoting accessible communities.
- Champion Individual rights and freedoms.
- Educate and provide resources to achieve full citizenship.

Accountability

Participation House will

- Maintain the integrity of the Vision and Mission statements.
- Be accountable to each other, stakeholders, funders and donors.
- Be compliant to existing legislation, mandated reporting requirements, the Board Bylaw, and Generally Accepted Accounting Practices (GAAP).

Best Practices

Participation House will

- Deliver services in the most efficient, effective and innovative way.
- Explore, benchmark, and commit to service excellence.
- Establish a culture that inspires open communication, opportunity for growth and development, and the ability to make informed choices.

Partnerships

Participation House will

- Pursue synergistic partnerships that align with and compliment our mission and vision.
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Strategic Directions

The Participation House Project (Durham Region) has identified several key strategic directions that it wants to achieve over the next three years. They relate to the following areas:

Strengthen Governance

Participation House - Board of Directors will establish effective and efficient monitoring practices that are transparent and meet all current standards.

Service Excellence

Participation House and its stakeholders will work collaboratively to establish, maintain and exceed sector standards that position us for the achievement of Accreditation.

Organizational Responsiveness

Participation House and its stakeholders will continue their commitment to engage and develop services that meet community needs and service gaps.

Financial Management

Participation House and its stakeholders will continuously strive to diversify funding sources to increase self sufficiency and service delivery while ensuring sustainability.

Public Relations and Organizational Branding

Participation House and its stakeholders will increase public awareness through standardized and strategic venues.

Objectives & Supporting Actions

Strengthen Governance

Objective

To establish effective and efficient monitoring practices that are transparent and meet all current standards.

Key Supporting Actions

- 1.0 Complete Annual Review of By-laws and Policies
- 2.0 Develop Succession Planning and Recruitment Strategies for the Board
- 3.0 Design and Implement Orientation and Evaluation Process of the Board
- 4.0 Develop Annual Operating Plans for the Board and for Administration
- 5.0 Monitor Organizational Development and Responsiveness

Service Excellence

Objective

To establish, maintain and exceed sector standards that position us for the achievement of Accreditation.

Key Supporting Actions

- 1.0 Develop and Expand Volunteer Opportunities
- 2.0 Design and Implement Accessibility Plan
- 3.0 Engage in Formal Service Evaluation
- 4.0 Explore and Implement Best Practice and Innovative Models
- 5.0 Ensure that we continue to be both an Employer and Service Provider of Choice

Organizational Responsiveness

Objective

To engage and develop services that meets community needs and closes service gaps.

Key Supporting Actions

- 1.0 Complete Risk Management self-assessment, and achieve Quality Assurance Best Practices
- 2.0 Initiate the processes to achieve Accreditation Certification with Focus Accreditation Services
- 3.0 Pursue and develop Strategic Partnerships
- 4.0 Increase Community Involvement and Influence
- 5.0 Monitor and Measure Desired Outcomes
- 6.0 Explore opportunities for how to expand services

Financial Management

Objective

To diversify funding sources in order to increase self-sufficiency and service delivery, while ensuring sustainability.

Key Supporting Actions

- 1.0 Sustain financial stability and transparency
- 2.0 Ensure a State of Readiness and flexibility
- 3.0 Increase fundraising opportunities and ensure self sufficiency

Public Relations and Organizational Branding

Objective

To increase the publics awareness of Participation House through standardized and strategic venues.

Key Supporting Actions

- 1.0 Redesign, refresh, and maintain a current and user-friendly website
- 2.0 Redesign Brochures and Promotional Material to reflect website rebranding
- 3.0 Host and participate in Public Awareness Events
- 4.0 Rejuvenate Organizational Newsletters to be published quarterly
- 5.0 Develop a Public Relations plan, including internal and external contact development.

Concluding Remarks

The Participation House Project (Durham Region) and its stakeholders are proud of this plan and are energized by the potential that the future holds. We are committed to the full execution of the Strategic Directions, their Key Supporting Actions and the upholding of the Vision, Mission and Guiding Principles set out within.

The Board of Directors and Senior Administration will be dutiful in their monitoring of progress through their regularly scheduled meetings and through the compilation of a quarterly report to be circulated to Stakeholders.

Annually, The Participation House Project (Durham Region) and its stakeholders are committed to producing a reflective report for the previous service year; Co-ordinating a Stakeholder Meeting to revisit the Strategic Directions, updating the Key Supporting Actions and mapping out the Operational and Board Work Plans for the next service year.

Our celebrations and victories will be posted to our agency website so all can come along on this journey of continuous improvement.

We invite you to please visit us online at www.phdurham.com