

**Strategic Plan Overview 2015-2019**

STRATEGIC DIRECTION

PURPOSE

GOALS

**Services**

Build on Meta Centre's commitment to deliver high-quality, responsive services

To enhance Meta Centre's capacity to adapt and respond to the changing needs of our clients

Ensure residential programs and facilities meet current and future needs of existing clients

Enhance Meta Centre's capacity to support clients with behavioural challenges

Develop and implement an enhanced day program that appeals to participants' interests, skills and abilities

**Internal Operations**

Improve organizational design and processes

To ensure that Meta's internal systems and structures support best practices

Implement strategies that promote organizational unity, increase staff morale and enhance the engagement of Meta Centre staff.

Develop a culture of communication that is consistent, timely and responsive

Further enhance the Board of Directors' governance practices

**Growth**

Plan for mindful growth

To approach opportunities to increase service capacity in a considered manner

Increase awareness of Meta Centre among potential clients, families and donors

Identify and act on growth opportunities for Meta Centre's day, residential and respite programs in accordance with Meta Centre's growth principles

**Client Rights**

Support clients' efforts to exercise rights and meet responsibilities

To provide services that facilitate, promote and respect people's dignity

Adopt a rights and responsibilities strategy for clients supported by Meta Centre

**This Strategic Plan is a product of the ideas and feedback of many people. Meta Centre would like to thank the staff, families and people supported for their input and participation during the planning process. For our complete strategic plan, please visit our website: [www.metacentre.ca](http://www.metacentre.ca)**

**People**

**Innovation**

**Quality**