



OUR VISION

Working together to realize optimal potential for infants, children and youth.

OUR MISSION

Providing safe, accessible and quality family-centred services for infants, children and youth with physical, developmental and communication needs.

OUR VALUES

Respect, Inclusion, Diversity, Empowerment and Safety .
(RIDES)

OUR STRATEGIES

- Culture of Excellence
- State of Art Environment
- Innovation to Enhance Service
- Tell Our Story





A CULTURE OF EXCELLENCE

Strengthen workplace culture so it attracts and retains the very best and right fit employees and volunteers. To do this, we will:

- Excel at talent management, so staff who find new challenges in advancing skills meet career aspirations at Lansdowne
- Promote Pride of Purpose - celebrate the impact staff and volunteers make
- Provide the best possible total reward package, capturing intangibles toward balance



STATE OF ART ENVIRONMENT

Having best possible space to provide our changing services in all our locations as well as the other resources needed to support our work. To do this, we will:

- Evaluate our space/equipment at all sites to meet clients'/families' changing needs
- Build a case compelling actions supporting our needs by both government and donors
- Strengthen our relationships to ensure we can best collaborate with our allies' services



INNOVATION TO ENHANCE SERVICE

Engage needed tools and solutions to improve quality, safety and efficiencies. To do this, we will:

- Actively search out and implement best practices
- Collaborate with community and provincial partners, in investigation and research
- Support people adapting to change



TELL OUR STORY

Clarify, Magnify and Celebrate our story for greater understanding of what Lansdowne does and its significance. To do this we will:

- Develop and share an education/marketing campaign about Lansdowne
- Host a memorable 50th Anniversary series of events
- Work with partners to clarify our fit in the changing system

DEVELOPING A STRATEGIC PLAN, OUR PROCESS:

We built our plan on input via focus group discussions, conversations with staff, families, and volunteers, as well as community and provincial partners. A representative group from front-line staff through management and board leaders led the work, joined by family and the full board ensuring broad insights during deliberations yielding the strategies and refreshed mission, vision and values. Staff and client engagement shaped implementation planning, ensuring we amplify the most important stakeholder voices in bringing this plan to life, with strong measures to track progress.