



Semiahoo
House Society
**STRATEGIC
PLAN**

2020-2024

Semiahmoo House Society
exists so that
people with disabilities live
self-directed
lives in the community.



MESSAGE FROM

Board Chair and Chief Executive Officer



Bea Hadikin
Board Chair

GLOBAL STATEMENT from Board Chair:

Strategic Directions 2020-2024 sets action to the ambitious vision and Ends that the Board defines as a result of active consultation with all stakeholders. Our Board members' roots in the community are deep and we consult with Semiahmoo House Society's (SHS) owners (who we have identified through policy as "members of the community") informally (through work, social and family relationships, as well as through political, spiritual, and service connections) and formally (annual Food for Thought dinners and hosting owners as guests at Board meetings).

The Board also acquires evidence from research and consultations done internally and externally. SHS consults regularly with people we support, staff members, family members, and other community stakeholders. The most important information for the Board comes from the comprehensive Ends Review and Recommendations system that is led by Self-Advocates. The report created by the Ends Recommendation Committee is shared with the Board so they can understand how SHS is doing in achieving the Ends. The Board uses information from all these consultations to create and revise the visionary Ends of SHS. These Ends, which are found on Page 4 of this booklet, become the marching orders of our CEO and the organization and find their expression in the Strategic Directions, found on Page 5, that make up this document. As our operational and Board consultations are ongoing, this document is a living one and will be revised in response to what we learn over the next four years.



Doug Tennant
CEO

GLOBAL STATEMENT from CEO

UNITI partner Semiahmoo House Society's Strategic Directions 2020-2024 is an ambitious and visionary plan based on our belief that people with disabilities should be the leaders of their own lives and have the same opportunities as everyone else in their community. This means that over the next four years, people with disabilities will have more roles as co-designers and co-producers of many of the services that SHS offers, that SHS will be moving beyond a custodial 'community living' mindset by partnering with businesses and other stakeholders in unique ways to move inclusion forward; and that people with disabilities will have opportunities to be leaders in their communities, not just within 'community living.'

I expect that certain actions coming from this plan will make some people uncomfortable, and that is ok. People with disabilities have been waiting too long to be fully included and it's time to support them to lead the change that is necessary to shift society's paradigm of disability, despite the tensions that may arise. Semiahmoo House Society exists to achieve the Ends of the organization and we are blessed to have staff members, board members, volunteers, partners and stakeholders who believe in our Ends and will do their utmost to ensure they are achieved. The next four years will bring us closer to where we need to be if we follow the path described in this document.

SHS's COVID-19 Response

“ While the UNITI Board has not been able to meet in person for most of 2020, we have shifted seamlessly to online platforms and have been meeting more to ensure that we are aware of the impact that COVID-19 has had on the organization and the people we support. We are looking forward to the adapted 2020 Ends Consultation Report and Recommendations, which will be based on how COVID-19 has impacted the lives of people who have disabilities and the achievement of SHS Ends.
- Bea Hadikin, Board Chair ”



“ UNITI and Semiahmoo House Society quickly moved to respond to the COVID-19 pandemic and adjusted our services to ensure people were as safe as possible while still connecting with others. Our response included the creation of SHS's Online Campus, supporting people with disabilities to be leaders during the crisis, and other actions that have actually helped us move our strategic directions forward more quickly than we had originally thought. We continue to learn throughout the pandemic and will incorporate our learning into this living document.
- Doug Tennant, CEO ”

About Semiahmoo House Society

Our Philosophy Semiahmoo House Society believes that people who have disabilities should be valued and included fully in their communities, with the same rights and responsibilities as all people living in Canada. We believe that all people have the right to control their own lives through personal choices about relationships, jobs, living arrangements, spirituality, travelling, and recreational activities, and that all people have the right to give back to their communities through volunteering and helping others. Everyone is entitled to live a happy, full and meaningful life. We also believe that these rights can be reinforced and protected by making sure that people are connected to and supported by friends, family, staff, and the community.

Our Values We embrace open and respectful communication, genuine relationships, and maximizing people's talents through meaningful opportunities and contributions in a rewarding, forward-thinking, and fun environment.

Our Ends:

People with disabilities live self-directed lives in the community:

1. People are valued members of society:

- 1.1. People perform different social roles.
- 1.2. People are respected.
- 1.3. People live in integrated environments.
- 1.4. People participate in the life of the community.
- 1.5. People are leaders.

2. People decide how they live their lives, and make informed choices:

- 2.1 People are connected to personal support networks.
- 2.2 People have intimate relationships.
- 2.3 People choose where and with whom they live.
- 2.4 People choose their work.
 - 2.4.1 People have volunteer opportunities.
 - 2.4.2 People have entrepreneurial opportunities.
- 2.5 People choose and use their environments.
 - 2.5.1 People choose services.
 - 2.5.2 People have recreational opportunities.
 - 2.5.3 People have travel opportunities.
- 2.6 People have educational opportunities.
- 2.7 People have opportunities to explore spiritual needs.

3. The rights of people are protected:

- 3.1 People are safe.
- 3.2 People have the best possible health.
- 3.3 People exercise rights.
- 3.4 People are treated fairly.
- 3.5 People are free from abuse and neglect.
- 3.6 People experience continuity and security.
- 3.7 People decide when to share personal information.
- 3.8 The community is aware of the universal rights of all people

.....

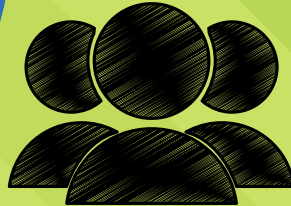
Ends Policies describe the positive difference in the world that the organization strives to make. They provide the foundation for all activities of the organization and are the starting point for all organizational planning.



STRATEGIC DIRECTIONS

A quick note on the structure of this document. You will see that the first three Strategic Direction are the Ends of SHS. This makes sense as these Ends are what we exist to achieve and our resources and actions need to be focused on achieving them. Strategic Direction 4 and 5 focus on SHS having the relationships in our community and the internal systems and process that will enable us to achieve our Ends.

1

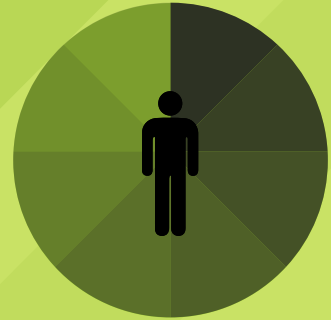


PEOPLE ARE VALUED MEMBERS OF SOCIETY

Outcomes

1. People perform different social roles
2. People are respected
3. People live in integrated environments
4. People participate in the life of the community
5. People are leaders

2



PEOPLE DECIDE HOW THEY LIVE THEIR LIVES AND MAKE INFORMED CHOICES

Outcomes

1. People are connected to personal support networks
2. People have intimate relationships
3. People choose where and with whom they live
4. People choose their work
 - a. People have paid employment opportunities
 - b. People have volunteer opportunities
 - c. People have entrepreneurial opportunities
5. People choose and use their environments
 - a. People choose services
 - b. People have recreational opportunities
 - c. People have travel opportunities
6. People have educational opportunities
7. People have opportunities to explore spiritual needs



3



THE RIGHTS OF PEOPLE ARE PROTECTED

Outcomes

1. People are safe
2. People have the best possible health
3. People exercise rights
4. People are treated fairly
5. People are free from abuse and neglect
6. People experience continuity and security
7. People decide when to share personal information
8. The community is aware of the universal rights of all people

4



SEMIAMMOO HOUSE SOCIETY IS A LEADER IN THE COMMUNITY

Outcomes

1. Semiahmoo House Society has strong and relevant partnerships with community and business organizations that enable us to meet our Ends
2. The community is aware of the universal rights of all people

5



SEMIAMMOO HOUSE SOCIETY IS A PROGRESSIVE AND PERSON-DRIVEN ORGANIZATION

Outcomes

1. People are aware of and understand the Ends of Semiahmoo House Society
2. Supports, services and programs are progressive, flexible, responsive, and person driven
 - Our services are relevant and meaningful to all involved
3. Engaged and responsive staff members are supported to maximize their talents and empowered to contribute to organizational direction
4. People with disabilities are included in the co-design, co-production and review of services
5. Safety and legal concerns and barriers have been mitigated
6. Administrative, management and service environment systems in place are reliable and user friendly



“

I love that I am living on my own. I work, volunteer, I go shopping, I cook, I clean, so I have grown a lot.

~ Krista

”



1 | Strategic Direction

People are valued members of society.

ACTION 1:

Increase opportunities and experiences for people to get out in the world doing interesting things in ordinary places.

How we will get there

- Expand services and develop new roles for staff
- Increase the number of people with a disability who go out late
- Support people who experience multiple barriers to inclusion to have fuller richer lives
- Support people to participate in community activities doing ordinary things in ordinary places



ACTION 2:

Invest in training, communication and coaching for staff members who support people who experience multiple barriers.

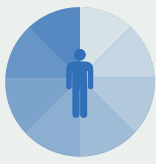
How we will get there

- Consult with people who experience multiple barriers
- Consult with staff who have experience, knowledge and directly support people who experience multiple barriers
- Develop training resources for staff members



INTENDED IMPACTS

People perform different social roles
People are respected
People live in integrated environments
People participate in the life of the community
People are leaders



2 | Strategic Direction

People decide how they live their lives and make informed choices.

ACTION 1:

Involve people we support and stakeholders in the design of our services.

How we will get there

- Act on the recommendations put forth by the Ends Recommendation and Review Committee
- Support people and families to plan for their life and think about the future, including housing
- People have opportunities to assist with, lead or host classes, workshops, presentations, and initiatives

ACTION 2:

Increase opportunities for people to make and maintain friendships and relationships.

How we will get there

- People with disabilities have more natural supports and unpaid community connections
- People have opportunities to build friends and maintain friendships that are meaningful to them
- People have opportunities to date and to have a partner



.....
" We want to achieve our goals, but friendship and connection are also really important "

~ Madison

ACTION 3:

Expand Employment and Innovation Services.

How we will get there

- Secure new funding for employment and innovation services
- Connect with schools and youth seeking employment
- Enhance resources and visibility for Employment and Innovation Services
- Ensure people have explored their employment goals and dreams during intake

INTENDED IMPACTS

People are connected to personal support networks

People have intimate relationships

People choose where and with whom they live

People choose their work

People have paid employment opportunities

People have volunteer opportunities

People have entrepreneurial opportunities

People choose and use their environments

People choose services

People have recreational opportunities

People have travel opportunities

People have educational opportunities

People have opportunities to explore spiritual needs





3 | Strategic Direction

The rights of people are protected.

ACTION 1:

Expand ways to support people to learn about Citizenship, Rights, and Responsibilities.

How we will get there

- People have educational and learning opportunities (including sexual health and healthy relationships) that are relevant and meaningful to them
- Act on the recommendations put forth by the Ends Recommendation and Review Committee
- Provide opportunities for people to learn about citizenship, rights and responsibilities
- Provide opportunities for people to enhance their communication and conflict resolutions skills
- Provide education and learning so people understand their rights about sharing personal information and are aware of what is written about them

ACTION 2:

Review and enhance our public communications and online platforms.

How we will get there

- Use our public communications, online platforms, and events to make the community aware of the universal rights of all people
- Support people to share their stories of self-directed lives in their community
- Ensure consistency in our brand and accessibility in content



INTENDED IMPACTS

People are safe
People have the best possible health
People exercise rights
People are treated fairly
People are free from abuse and neglect
People experience continuity and security
People decide when to share personal information
The community is aware of the universal rights of all people



4 | Strategic Direction **Semiahmoo House Society is a leader in the community.**

ACTION 1:

UNITI partner organizations are strong and supported by each other.

How we will get there

- Partner with Peninsula Estates House Society to develop inclusive and affordable housing options
- Partner with The Semiahmoo Foundation to secure funding for and promote awareness of our Ends
- Support the Centre for Compassionate Learning to increase training and workshop opportunities

ACTION 2:

Develop, lead and participate in community and business partnerships.

How we will get there

- Grow community development services and community connector roles to foster partnerships that help us to achieve our Ends
- Invite community groups to run activities and/or classes at Semiahmoo House that include people who have a disability
- Ensure existing classes at Semiahmoo House Society have spots open to the public
- Partner with the City of Surrey, Simon Fraser University, YMCA, and other relevant entities to increase experiences for people
- Recognize and celebrate accomplishments of our community and business partnerships
- Work with partners to ensure people with disabilities are able to access community and corporate services at affordable rates



INTENDED IMPACTS

Semiahmoo House Society has strong and relevant partnerships with community and business organizations that enable us to meet our Ends. The community is aware of the universal rights of all people.



5 | Strategic Direction

Semiahmoo House Society is a progressive and person-driven organization.

ACTION 1:

Enhance annual Ends consultations.

How we will get there

- Ensure that people we support and all staff members are involved in the development and implementation of Ends recommendations
- Develop a framework and process with the Self-Advocates of Semiahmoo to track and record progress and impact in regards to Ends Recommendations (Performance and Quality Improvement)
- Develop an Ends Recommendation and Review Committee that includes relevant stakeholders
- Incorporate annual Ends review and recommendations with the living Strategic Plan (reviewed annually)

ACTION 2:

Develop and improve administrative, management and service systems.

How we will get there

- Implement Accountability Based Management best practices
- Enhance employee recruitment and evaluation processes
- Create leadership successionship and board recruitment plan
- Improve access to the Restorative Practice Hub
- Ensure support systems are in place to promote health and wellness
- Increase opportunities for staff training and education
- Upgrade accounting software and enhance financial processes
- Ensure facilities, transportation, and assets fit the needs of the organization
- Review accessibility of buildings and facilities
- Develop consistency in the use of our brand in all communications and marketing





ACTION 3

Develop resources that are accessible and use straightforward language for understanding

How we will get there

- Define all Ends in plain language
- Ensure publications use plain language, are accessible, and addendums have been added to existing publications



INTENDED IMPACTS

People are aware of and understand the Ends of Semiahmoo House Society
Supports, services, and programs are progressive, flexible, responsive, and person driven
Our services are relevant and meaningful to all involved
Engaged and responsive staff members are supported to maximize their talents and empowered to contribute to organizational direction
People with disabilities are included in the co-design, co-production and review of services
Safety and legal concerns and barriers have been mitigated
Administrative, management and service environment systems in place are reliable and user friendly



Semiahoo
House Society

Accredited by
COUNCIL
ON
ACCREDITATION

Partner in

uniti
together we're stronger

15306 24 Avenue
Surrey, B.C.
Canada
V4A 2J1

Email: uniti@uniti4all.com

Phone: 604-536-1242

Fax: 604-536-9507

www.uniti4all.com

