

Strategic Plan Framing Our Future 2024 – 2029 November 2025 Update

In June 2024, Accredited Supports to the Community's Board of Directors approved the agency's Strategic Plan – Framing Our Future: 2024-2029. The Strategic Plan identifies four strategic goals and several strategies to achieve identified outcomes. Below are the goals, a selection of example outcomes from the larger list, and some of the steps taken in the past 6 months.

Regenerate and strengthen our organizational sustainability and structure.

- Larger and more engaged workforce.
- Structure and roles that support ASC to be an influential leader at the provincial level.

Grow innovation and responsiveness.

- Expanded and responsive programs and services.
- Quality services that are relevant to multiple people, that fit the scope and mandate of ASC.

Administrative and capital improvements for operational excellence and efficiency.

- Upgraded systems and equipment to better support service delivery and operations.
- The Bottle Depot reports improved customer experience, increased customer numbers, and product volumes.

Strengthen our capacity for Human Resource excellence; enhanced sense of teamwork and organizational culture where employees feel valued and connected to the Mission, Vision, and Principles of ASC.

- Employees have the capacity to learn new roles and support across programs.
- A workplace that is flexible to environmental impacts (health, political, economic, client need, program need, policy).

Achievements and Steps We've Taken, May - October 2025:

1. Depot won 'service excellence' and 'innovation' awards and processed 400,000 more containers.
2. Launched new ASC and Depot websites and created a Depot Facebook page.
3. Used Employee Experience Survey results to influence a restructure of employee benefits, position responsibilities, organizational structure, and services.
4. Completed an HR Gaps Assessment, initiated new processes, and achieved a 9% increase in staff.
5. Facilitated two leadership trainings sessions.
6. New internet and telephone infrastructure for all offices, residential locations, and remote staff.

VISION: Excellence through listening, learning, and leading.

MISSION: We support people to work, to learn, to lead, and to play.

PRINCIPLES: We believe in Honour, Dignity and Respect.

Always Serving Community

"WE SUPPORT PEOPLE TO WORK, LEARN, LEAD AND PLAY"