



Strategic Plan 2025-2030

INTRODUCTION

At Hopewell Support Services, every day is full of possibilities, moments of choice, connection, and joy. These values are not only part of our daily work, but also the foundation of our long-term vision.

This Strategic Plan 2025–2030 builds on Hopewell’s continued commitment to providing meaningful, person-directed supports for individuals with developmental and physical disabilities. It reflects input from individuals, families, employees, partners, and board members, all of whom share a collective goal: to create inclusive spaces where everyone is seen, valued, and empowered to thrive.

Through this plan, we are setting the direction for the next five years. It outlines our aspirations, priority areas, and a roadmap for achieving progress, guided by community, collaboration, and care. Our approach recognizes that each person’s experience is unique, and our strategy honours those individual strengths, hopes, and dreams.

Hopewell is proud to continue advocating for a future where everyone has the opportunity to live a fulfilling life, together.



Vision

A full life together for a lifetime.

Mission Statement

Working closely with people, families and community to provide inclusive opportunities for a fulfilling life.

STRATEGIC GOAL- 1



Person Centered Care and Quality

Provide exceptional services that are safe, effective, and person-centered.

- **Advance a service-oriented culture** by embedding values, behaviours, and training that support exceptional service delivery at all levels.
- **Actively listen to individuals, families, and caregivers** to inform and improve the services we provide.

STRATEGIC GOAL- 2



People and Organizational Culture

To be known as a place where staff want to work, grow, and thrive.

- **Foster a culture of recognition** and celebrate the contributions of employees, volunteers, people supported, and our community of stakeholders.
- **Invest in leadership development** that support the growth of both current and emerging leaders within Hopewell.
- **Integrate Inclusion, Diversity, Equity & Accessibility (IDEA)** into all aspects of our workplace culture and organizational practices.

STRATEGIC GOAL- 3



Expansion and Partnerships

Create collaborative partnerships with members within our external care community to support our clients having *“A full Life for a Lifetime”*

- **Develop a home and housing strategy** that promotes inclusive, supportive living environments to reflect dignity and independence.
- **Build and sustain partnerships** that enhance services and supports across all stages of life.

STRATEGIC GOAL- 4



Financial Sustainability and Innovation

Build a responsive and sustainable organizational financial strategy that supports innovation and enhances efficiency and effectiveness.

- **Develop a diversified funding strategy** to ensure long-term sustainability for current services and future programming.
- **Advance feasibility planning for social enterprise initiatives** that generate income while aligning with Hopewell's mission.
- **Leverage strategic fundraising** focusing on capital initiatives, seasonal campaigns, and meaningful stakeholder engagement.
- **Implement innovative, organization-wide (Key Performance Indicator (KPI) systems** to track impact, support accountability, and drive continuous improvement across all programs.



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