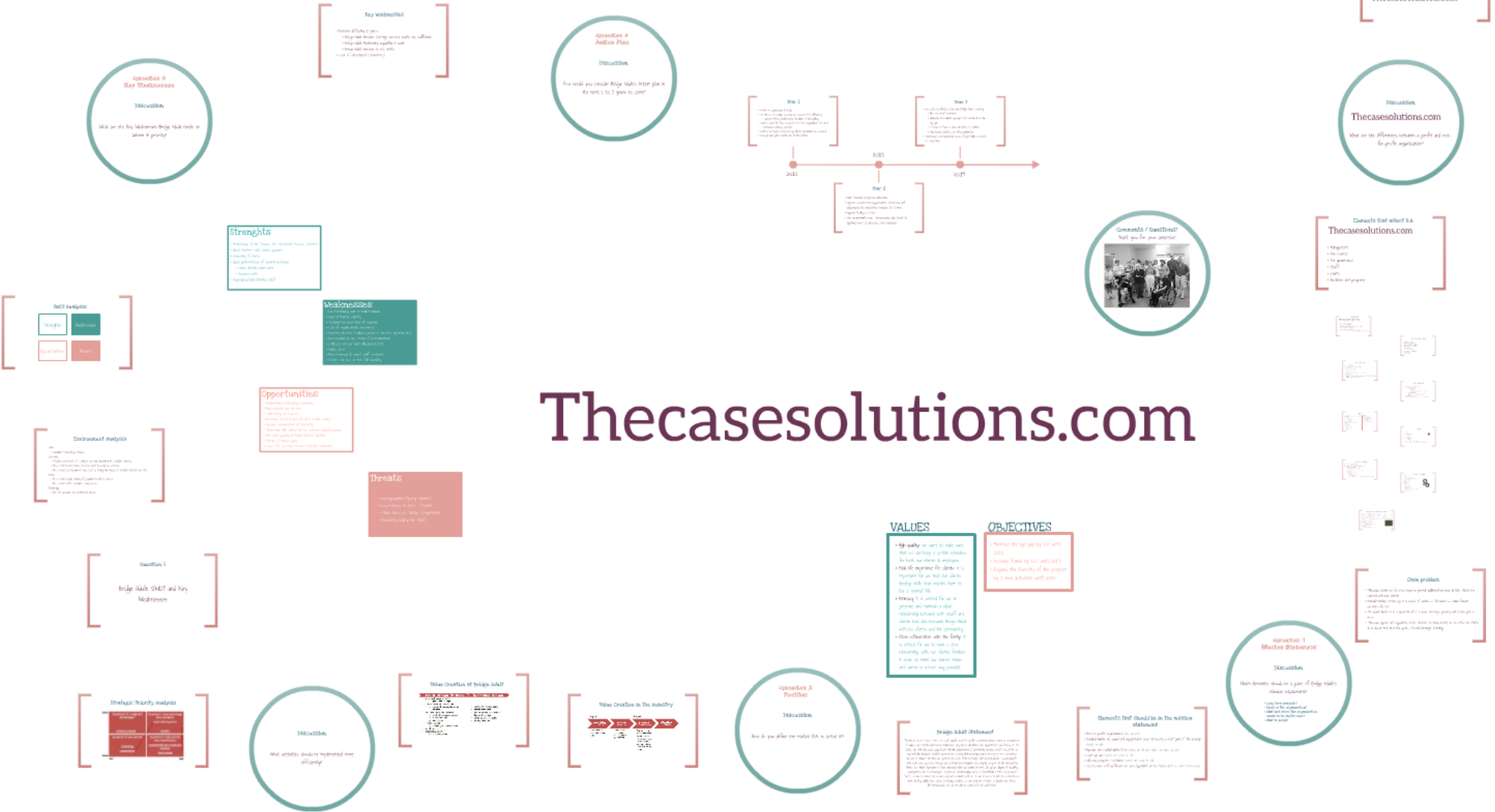


# Strategic Planning and Governance at Bridge Adult Service Centre: Where to Begin?



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**VALUES**  
 • High quality care  
 • Person-centred care  
 • Safe and secure  
 • Dignity and respect  
 • Empowerment  
 • Partnership  
 • Innovation  
 • Sustainability

**OBJECTIVES**  
 • Increase the number of people using our services  
 • Improve the quality of our services  
 • Reduce the number of people who are not using our services  
 • Increase the number of people who are satisfied with our services

**Question 1 Mission Statement**  
 Mission  
 How do you think the mission of Bridge Adult should be defined?

**Question 2 Vision**  
 Vision  
 How do you define the vision of Bridge Adult?

**Question 3 Mission**  
 Mission  
 How do you define the mission of Bridge Adult?

**Question 4 Action Plan**  
 Action Plan  
 For what you consider Bridge Adult's Action plan for next 1 to 3 years to come?

**Question 5 Key Weaknesses**  
 Key Weaknesses  
 What are the key weaknesses Bridge Adult needs to solve in priority?

## Agenda

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- Introduction
  - Company profile
  - Elements that affect B.A.
  - Case problem
- Question 1
- Question 2
- Question 3
- Question 4

## Company Profile

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- Not-for-profit charitable organization with no formal mission statement
- Located in Amherst, Nova Scotia, Canada
- Cares about the promotion of intellectually challenged individuals/ people with disabilities
- Aims to enhance lives by providing life skills training
  - Real life / work experience achieved through in-house activities
  - Ongoing support



## Company Profile

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- Late 1960's: B.A. was founded by parents with disabled individuals
  - Activity-based program
  - Focus: Create a deinstitutionalized model of support for the participants (clients)
  - Fundings: CACL, local school board, donations
- Late 1970's: DCS (the Department of Community Services) overtook active role
  - Operations, funding, evolution of program offerings
  - "mimick" workplaces within the community à generate revenue (supporting funds from DCS)
  - Program / service expand
  - Dealing with clients with different levels of ability

## Company Profile

- 1990's: Pre-vocational services added
  - Cooperation with the community & partnerships with businesses
- 2004: Introduction of the used clothing store
- Today: New challenges due to an aged client base

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Discussion

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What are the differences between a profit and not-for-profit organization?

Elements that affect B.A.

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- Management
- The council
- The governance
- Staff
- Clients
- Facilities and programs



## Management

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- Susan Thibodeau = Executive director
  - More than 30 years experience
  - No specific requirements, but she has relevant experience
  - Devoted her career to disabled individuals
  - Do anything to sure B.A. a long life
- DCS overtook the active role (operations, funding, development of new programs)