

## **It's 2016 and Montage is embarking on exciting ventures!**

### **A Message from the CEO**

The beginning of a new year presents an opportunity to consider the past and to dream about the future. Although we may not be able to predict the future, we can look at past achievements and use them to continue building and shaping our organization. We welcome 2016 at Montage Support Services with hope and excitement! We are well-positioned to continue building our strong place in the developmental services sector and possibly beyond.

In the fall of 2015, the Board of Directors embarked on a values conversation with Rae Roebuck, a respected and experienced consultant who facilitated conversations with outside providers and funders, our direct support staff, our administrative team, and the board. The result was a clear picture of the valuable identity Montage has built, and a road map for the future. I would like to take this opportunity to share with you some hi-lights of where we are heading.

Our first priority is to pursue service innovation. As an organization, we are committed to identifying new models of service for people who are currently being supported, and those we've yet to engage. Growing our fee-for-service options that respond to individualized funding models, and launching a new customized employment function are two such areas we explore.

The second priority is to build upon our organizational excellence. An investment will be made to ensure all employees of Montage are aligned with our organizational values through staff training, enhanced supervision, support for staff, and taking steps forward towards a renewed accreditation journey.

The third, and final priority is to advance the organizational infrastructure through investing time and energy in enhancing the governance model at the board level. This includes ensuring there is diversity in knowledge and skill, a thorough orientation to the organization for new directors, and training opportunities to ensure that the infrastructure remains strong as Montage evolves and grows with the changing environment around us.

The team at Montage is already at work implementing some exciting initiatives: the development of an electronic documentation tool called ShareVision will provide a strong communication link between the locations, managers, and the administrative team. A new pharmacy partnership is providing tools that will reduce the risk of medication errors and provide fast response and communication with professional services. A plan is moving forward to renovate our basement space at 504 Oakwood to provide a creative and useful space for staff to work, create, and gather for training and community events. Our 20<sup>th</sup> anniversary will be capped off at our upcoming "What's your Dream?" Gala on April 14<sup>th</sup> at the Eglington Grand. We hope you join us in building our visibility in the community, showing the superb work we do in this organization.

Thank you all Montage staff who contributed to this process of discovery with Rae, and who have committed their ongoing time and energy to making this organization a 'dream' place to work and live. I hope you are as excited as I am to move forward into 2016!