

### **Accreditation:**

Over the course of the past year accomplishments have been made throughout the organization. There is a firm foundation in place.

- The Rights Review Committee has established its process, a Rights Policy and Procedure has been approved and people are experiencing the due process set in place to remove rights restrictions.
- The Internal Rights Review Committee was identified as a process that would respond to the backlog in an effective way for people. Finalizing details to improve implementation of this committee have been identified.
- The Quality Assurance Committee revisited their Terms of Reference and is taking on overseeing the implementation of our Social Capital Audit, Satisfaction Survey, review of Policies and Procedures and in general has become fully functional.
- A Critical Path has been developed to guide our accreditation journey over the course of the next year.
- The position of a Quality Assurance Coordinator has been filled by Pamela Singleton. The purpose of this position is to guide our accreditation process and to continue to create a culture of quality and excellence.
- A new Operations Manual has been approved by the board. Further review of the policies and procedures will be conducted over the next year to ensure they comply with the requirements for accreditation and quality services and supports.
- New ongoing mandatory training for staff has been instituted. These include: Rights, Abuse, Dignity and Respect, Personal Outcome Measures Training and ongoing Self-Assessment Workshops.
- New training has been offered such as: Person Directed Planning, Facilitation and Facilitating Conflict Resolution and Social Capital Training.

Several activities will be instituted over the next year as Community Living York South continues in this exciting journey.

### **Accessibility Audit:**

Like all organizations and public businesses, Community Living York South will be required to comply with the *Accessibility for Ontarians with Disabilities Act*. To initiate compliance, we will be entering into an Accessibility Audit for all our facilities. A call for proposals is being sent out and will be completed over the next year.

### **Database:**

Creating a database that enables Community Living York South to track, analyze and utilize information to ensure quality supports and services was identified as one of the top 4 priorities. To this end, significant progress has been made. The database will be launched in July and computers will be in place at all involved locations to ensure responsiveness to this direction. The steps that have been taken to achieve this include:

- Securing the AIMS database
- Providing training to personnel to ensure there is capacity to fulfill and utilize the system
- Installation of computers at all locations will be completed by the end of June
- The launching of the system will occur the first part of June.

Not only will this provide the organization with a mechanism to monitor supports and services for the people we support, it will increase our efficiency in communication throughout the organization. This will be a significant step forward in an area that was identified as a key requirement for more effective services and information.

This database will enable us to track trends within the organization as well as, provide a mechanism for future budget and strategic direction planning.

### **Succession Planning:**

Community Living York South, like most organizations and businesses is in an era where they are impacted by the “baby boomer” reality. In a pro-active strategy, this organization has identified the need to enter into an exercise of exploration to secure its future. Succession planning enables an organization to identify its future needs, develop its ability to respond to personnel and volunteers who will be retiring from the organization and to develop a plan to effectively respond to nurturing new people for the future. The board has agreed to engage a consulting group who will assist us to move into the future. Our succession plan is scheduled for completion by December of this year. This is a very commendable and responsive step that Community Living York South has committed to.

### **Other Strategic Directions:**

Community Living York South’s strategic plan contains many other elements. Although these four were identified as the priorities for 2009/2010 that occurred through a consultation process with the board, personnel, our self-advocacy committee and other committees within our organization, that does not mean that the other strategies are dormant. The strategies identified in our plan continue to be pursued and priorities for 2010/2011 will also be identified in concert with the stakeholders of our organization.

Through this process it was agreed that updates would be provided through quarterly forums. The next one is scheduled for September.