

*OUR ROAD TO EXCELLENCE*  
**"JOIN THE JOURNEY"**

**UNDERSTANDING THE EXPECTATIONS OF DOMAIN #10**  
**COMMUNITY CONNECTIONS AND PARTNERSHIPS**

*Guiding Principles:*

In order for an organization to successfully meet the needs and wishes of the people that use its services, it must be well-connected within its community such that it can promote community integration and inclusion. The organization must work collaboratively with other organizations, community groups and individuals if the people using services are to be truly included into their community. The community connections and partnerships the organization builds will be a two-way street; the organization will engage in activities which strengthen and support its community and will, in turn, receive support and strengthening from that community. This will result in better outcomes and quality of life for people using services.

*Explanation:*

The organization connects people using services with their community. The organization informs community members about the services it provides and why inclusion and integration are of fundamental importance for the people using services and the community as a whole.

*DOMAIN #10 STANDARDS*



**10.1 The organization plans for, develops and fosters positive two-way communication among staff and people using services, their families and friends, and other stakeholders.**

- What structures and processes does the organization have in place for the purpose of developing and fostering two-way communication among its stakeholders?
- How is the effectiveness of communication evaluated?
- What changes have been made to the way the organization

communicates with people using services, their families, staff and other stakeholders, as a result of formal and informal feedback?

- In what ways have these changes improved communication?
- How does the organization demonstrate that positive two-way communication is taking place consistently?
- Have there been instances in the past 3 years where people using services and/or their significant others made a complaint about poor communication with the organization? If so, what steps did the organization take to improve communication, and were these steps successful?

**10.2 The organization provides relevant and timely information to people using services, their families and friends, staff and other stakeholders.**

- Attach policies and procedures addressing timely information sharing with people using service and other stakeholders.
- How is “timely” defined within the context of the organization?
- How does the organization demonstrate that it provides timely information to people using services, their families and friends, staff and other stakeholders?
- What steps does the organization take to verify that information provided to people using services, their families and friends, staff and other stakeholders is relevant and timely?

**10.3 The organization uses clear language and a variety of formats when sharing information with people using services, their families, board members, staff, the community, and other stakeholders.**

- Attach documents that have been developed for various stakeholder groups.
- Describe the types and formats of information sharing the organization provides to people using services, their families and friends, staff and other stakeholders.
- What steps does the organization take to tailor the information to the various audiences?
- What, if any, improvements have been made in this area over the past 3 years?

**10.4 The organization educates funding bodies, other organizations, and the general public about its services and its values.**

- What steps does the organization take to educate funding bodies, other organizations and the general public about the services it provides and the values that direct the ways in which it provides services?
- What are the key messages that the organization wants funding bodies, other organizations and the general public to understand about the services it provides?
- What steps does the organization take to verify that funding bodies, other organizations and the general public are familiar with and value the services it provides?

**10.5 The organization develops community partnerships by establishing collaborative relationships, engaging in joint ventures, innovative ideas and activities, sharing knowledge and being**

**involved in systems advocacy with similar service providers at local, provincial and national levels.**

- Describe the community partnerships that the organization has, or is currently in the process of developing.
- What is the nature of the community partnership, (for example, collaborative relationships, joint ventures, sharing of innovative ideas and activities, sharing knowledge or systems advocacy)?
- In what ways do these community partnerships benefit the people using services and the organization? List the ways:
- What outcome(s) does the organization hope to achieve from these community partnerships?

**10.6 The organization establishes relationships and collaborates with organizations in the broader service sectors and business sectors.**

- List organizations in the broader community (outside of the organization’s sector of service) where a relationship has been developed.
- In what ways do these relationships benefit the people using services and the organization?
- In what ways do these relationships further strategic activity within the organization? List the ways.

**10.7 The organization contributes to the communities where it provides services.**

- List the ways in which the organization contributes to the communities in which it provides services.
- What is the organization’s motivation in contributing to the community in this manner? List the benefits that the people using service, the organization and community are meant to experience through these activities aimed at contribution.

**10.8 The organization places emphasis on networking, research and development for the purpose of creating an innovative, responsive and sustainable organization.**

In what networking, research and development activities are the organization currently engaged?

- Networking
- Research
- Development

In what ways do these activities contribute to creating an innovative, responsive and sustainable organization?



**Quality Improvement Reflection ~ Please help!**

We are committed to learning and continually seeking ways to improve our services. With the above eight standards in mind, reflect on the progress the organization has made in the area of Community Connections and Partnerships over the past three years. **Your feedback in this area would be greatly appreciated.** If you can take a moment to identify successes experienced and innovations, note where there is room for improvement and the steps the organization can take to make and sustain improvements in these areas; then forward this information to Michelle.