



**YEAR ONE QUALITY IMPROVEMENT PLAN WORKSHEETS**  
**FOR FEBRUARY TO NOVEMBER 2012**

**COMMUNITY LIVING ~ FORT ERIE  
YEAR ONE QUALITY IMPROVEMENT PLAN**

**DOMAIN # 1 ETHICAL PRACTICES, RIGHTS AND RESPONSIBILITIES**

**Recommendation:**

**1.3** Employ strategies to increase the level of familiarity internal stakeholders have with the CLFE written Code of Ethics and Conduct.

<b>Action</b>	<b>Person Responsible/ Target Date/ Completion</b>		
<b>1. All employees will receive a copy of the written Code of Ethics and Conduct to read and sign off on. A copy of which will be placed in their personnel file.</b>	Jackie	April 1, 12	
<b>2. The Code of Ethics and Conduct will be reviewed at all Team Meetings at least once per year and will be documented in the Team Meeting Minutes.</b>	Sandy M. Shari Sandy L.		March 2012
<b>3. The Code of Ethics and Conduct will be reviewed at CLFE's 2012 AGM.</b>	Maureen	June 2012	June 21,2012

**Recommendation:**

**1.17** Develop policies and procedures addressing the involvement of people using services in research, and include:

- Intended benefit of research
- Privacy
- Informed and voluntary consent
- Right of refusal to participate or withdraw
- Ethical conduct of researchers
- Adherence to research guidelines and agreements

<b>Action</b>	<b>Person Responsible/ Target Date/ Completion</b>		
<b>1. Policies and procedures addressing all noted points above will be written.</b>	Sandy L.	March 1, 12	In revised Op. Manual April 2012
<b>2. All employees will review and sign off on the new policies and procedures.</b>	Sandy M. Shari Sandy L.	July 2012	
<b>3. The new policy and procedure will be reviewed at an Advocates In Motion meeting.</b>	Michelle		
<b>4. The new policy and procedure will be reviewed with all people supported listed on the 2012-2013 person centered planning schedule at that plan. Staff will review this P&amp;P using language understandable to the person.</b>	Sandy M. Shari Sandy L.	Throughout the 2012-2013 GTKM Schedule	
<b>5. The review will be noted in the person's PCP,</b>	Michelle will		Points above

including the date it was reviewed and the staff who reviewed it with the person.	note this in the Annual Update section of the PCP		were added to our Consent procedures April 2012
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**DOMAIN #2 OUTCOMES FOR PEOPLE USING SERVICES**

**Recommendation:**

**2.3 Expand the current person-centered planning process to include prioritization of goals, measurable indicators of success persons responsible and timelines for achievement.**

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. The person centered planning process will be updated to include the above noted points.	Michelle	June , 12	Included in PCPlanning Pkg and Op. Manual April 2012
2. The new planning process will commence use for the 2012-2013 person centered planning schedule. New Package will be reviewed with Pam.	Michelle	June , 12	
3. The new planning process will be reviewed at all Direct Support Team meetings prior to commencing its use. The review will be noted in the team meeting minutes.	Sandy M. Shari Sandy L.	Sept, 2012	

**DOMAIN #3 EFFECTIVE COMMUNICATION**

**Recommendation:**

**3.1 Increase the consistency of the support that staff provide to the people using services, in order for the people to further develop and use their communication skills.**

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. Expand information in the PCP guide to include more detail on communication.	Michelle	June , 12	More detail has been added to the PCP to promote a person's communication methods/style and consistent support. April 2012
2. Ensure communication documentation is reviewed and challenged when PCP are being completed.	Sandy M. Shari Sandy L.	Effective June 2012	

**Recommendation:**

**3.5 CLFE provide staff who work with people who use sign language with training in its use.**

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. Staff working with people who use sign language will receive training in its use, specific to the person.	Sandy M. Shari Sandy L.	Effective June 2012	
2. Specific sign language communication details will be included in the person's PCP.	Sandy M. Shari Sandy L.	Effective June 2012	
3. Training for people specific sign will be included in the site orientation checklist.	Sandy M. Shari Sandy L.	Effective June 2012	

#### # 5 GOVERNANCE, LEADERSHIP & ACCOUNTABILITY

##### Recommendation:

5.1 CLFE increase the involvement of people using services in the review of the organization's values, vision and mission and development of its strategic plan.

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. Develop a plain language brochure on the agency's Vision, Mission and Commitment Statement.	Michelle	June 2012	
2. Direct Support Staff will provide education to people supported on the agency's the Vision, Mission and Commitment Statement on an individual bases. (review brochure)	Sandy M. Shari Sandy L.	November 2012	

#### DOMAIN #7 RISK MANAGEMENT

##### Recommendation:

7.9 Develop a technology plan to assess the organization's current IT needs, and to guide the future IT development.

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. CLFE will survey what stakeholders feel are IT needs.	Michelle	April 2012 Deferred until August so the new IT person can participant	
2. From the results of the survey, CLFE will develop and commence implementation of the IT plan.	Management Team	May 2012Deferred until September (see above)	

<b>3. The IT plan will also identify:</b> - Inventory and profile - hardware and software - Security administration – physical security, password protection, 3 <sup>rd</sup> party, and remote access, anti-virus protection, firewall, intrusion monitoring, portable data storage devices, internet usage including non work related and social sites and email -System maintenance – back-up systems, recovery plans -Valid licenses (for computer programs, etc...) -Driving with hand held devices	<b>Management Team</b>	<b>May 2012</b> Deferred until <b>September 2012</b> as per above	
<b>4. The IT plan will be included into the next strategic plan.</b>	<b>Maureen</b>	<b>Targeted for October 2012</b>	

**DOMAIN #9 HUMAN RESOURCES**

**Recommendation:**

**9.8 Expand the current performance appraisal process to include input from people supported and co-workers.**

<b><i>Action</i></b>	<b><i>Person Responsible /Target Date/ Completion</i></b>		
<b>1. CLFE will develop questions for Managers to circulate and collect information from people supported, other Managers and co-workers in preparing for employee evaluations</b>	<b>Jackie Michelle</b>	<b>July 2012</b>	<b>Peer Evaluation completed May 2012</b>

**Recommendation:**

**9.15 Develop and implement an annual assessment and improvement plan for CLFE’s human resource structures and processes.**

<b><i>Action</i></b>	<b><i>Person Responsible/ Target Date/ Completion</i></b>		
<b>1. CLFE will explore options for an annual assessment and improvement plan format.</b>	<b>Jackie Michelle</b>	<b>September 2012</b>	<b>Completed May 2012</b>
<b>2. The chosen format will be brought forth to the Management Team to deliberate on next steps.</b>	<b>Jackie Michelle</b>	<b>September 2012</b>	<b>Completed April 2012</b>

**DOMAIN #10 COMMUNITY CONNECTIONS AND PARTNERSHIPS**

**Recommendation:**

**10.1 CLFE explore and identify current communication challenges that exist between the organization and families, and develop potential solutions.**

<b><i>Action</i></b>	<b><i>Person Responsible/ Target Date/Completion</i></b>		
<b>1. Develop key questions, a documentation mechanism and a timeline to check in with family members on a regular basis.</b>	<b>Sandy L. Sandy M.</b>	<b>Feb. 6, 12</b>	<b>See “Managers Documentation Form for</b>

	Shari		Communication with Family Members"
2. Begin use of system developed	Sandy L. Sandy M. Shari	February 2012	Currently in use Managers will keep a file and bring issues forth at QI Meetings

**DOMAIN # 11 HEALTH, SAFETY & WELLNESS**

**Recommendation:**

**11.2 Assess and formalize a practice for staff to follow, in the event that the elevator in one of the CLFE homes become inoperable.**

<b><i>Action</i></b>	<b><i>Person Responsible/ Target Date/ Completion</i></b>		
1. CLFE has contacted Motion Specialty and they have completed an in home evaluation of our emergency exit needs.	Jackie	December 2011	
2. Motion Specialty has recommended an Evacu-Track Emergency Evacuation Chair.	Jackie	December 2012	
3. CLFE has applied for funding to MCSS to cover the cost of this chair.	Jackie	December 2012	
4. Approval received and chair ordered	Jackie	January 2012	Chair purchased
5. Training on the use of the chair will be provided to Direct Support Staff and will become part of the house orientation.	Sandy M.	January 2012	Training provided and now part of new hire orientation.
6. Instructions on the chairs use will be included in "shareddocs and posted near the chair.	Sandy M.	January 2012	Instructions posted beside the chair at Maple

**DOMAIN #12 ACCESSIBILITY**

**Recommendation:**

**12.2 Expand the new CLFE Accessibility Self-Assessment to include the full spectrum of accessibility, and include space to note successes, gaps, improvements needed, proactive and corrective actions taken, and whether these actions achieved the desired results.**

<b><i>Action</i></b>	<b><i>Person Responsible/ Target Date/ Completion</i></b>		
1. CLFE's Accessibility Self-Assessment (ASA) will be	Sandy M.	April 1, 12	ASA revised

revised to include customer service, buildings, environment, transportation and information and communication. The ASA will also include space to note successes, gaps, improvements needed, proactive and corrective actions taken, and whether these actions achieved the desired results.	Jackie		April 2012
2. Copies of completed ASA will be distributed the Program Manager and the Manager of Operations where applicable. The original will be forwarded to the Manager of Quality Assurance along with any follow up reports.	Sandy M. Shari Sandy L. Jackie Michelle	Effective Immediately	New process being followed
3. CLFE will update Procedure Y3.10 to include details around the above noted points.	Sandy M.	April 1, 12	Procedure updated April 2012
4. Procedure update will be reviewed and signed off by all Direct Support Staff.	Sandy M. Shari Sandy L.	July 2012	
5. Procedure update will also be reviewed at all Team Meetings and noted as such in Meeting Minutes.	Sandy M. Shari Sandy L.	February 2012	

**DOMAIN #17 CLINICAL SERVICES**

**Recommendation:**

**17.7 CLFE establish formal mechanisms to regularly review the status and effectiveness of behavioural support plans in use.**

***Action***

***Person Responsible/ Target Date/ Completion***

<b><i>Action</i></b>	<b><i>Person Responsible/ Target Date/ Completion</i></b>		
1. P2 Policy and Procedures will be revised to include mechanisms to regularly review the status and effectiveness of behavioural support plans in use.	Sandy L.	Feb. 6, 12	Procedures revised April 2012
2. P2 Policy and Procedure revisions will be reviewed and signed off by all Direct Support Staff.	Sandy M. Shari Sandy L.	July 2012	
3. P2 Policy and Procedure revisions will also be reviewed at all Team Meetings and noted as such in Meeting Minutes.	Sandy M. Shari Sandy L.	October 2012	
4. The QAAC Terms of Reference will be revised to include this responsibility.	Michelle	June 2012	T.O.R. revised April 2012

17.22 See 17.1

17.26 See 1.17

## QUALITY IMPROVEMENT INITIATIVES

### DOMAIN # 1 ETHICAL PRACTICES, RIGHTS AND RESPONSIBILITIES

#### Initiative#1:

CLFE will provide additional explanation about its position regarding supporting segregated groups and promoting inclusion.

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. Develop a statement that describes our position.	Sandy L. Shari Sandy M.	Feb. 6, 12	Developed February 2012
2. Use this statement as much as possible to provide a consistent message when discussing this issue with partners.	All Managers	Feb. 2012	Has become one of our "Commitment Statements"

### DOMAIN #2 OUTCOMES FOR PEOPLE USING SERVICES

#### Initiative#2:

CLFE will provide additional education on the use of all tools used to gather and document information in Person Centered Plans.

<i>Action</i>	<i>Person Responsible/ Target Date/ Completion</i>		
1. CLFE Direct Support Staff are scheduled for Person Centered Thinking Training in February of 2012.	Pauline	Dec. 2011	Training completed
2. As of March of 2012 CLFE will have an employee trained in training others on Person Centered Thinking.	Michelle Maureen	March 2012	
3. CLFE will develop an Instruction Manual on our Person Centered Planning process, including all tools available and samples of their use. This will be completed and available to employees as they begin planning identified on the 2012-2013 PCP Schedule.	Michelle	June 2012	June 2012
4. The new Manual will form part of the Direct Support Staff's Annual Training.	Michelle Pauline	July 2012	July 2012
5. PCP will be reviewed monthly at Quality Improvement Meetings so Managers have the opportunity to discuss planning, progress and the use of tools on a regular basis. This should also help in providing consistent feedback to Direct Support Staff.	Michelle Sandy L. Shari Sandy M.	Commencing September 2012	



6. The new PCP Manual will be stored on "shareddocs" so all employees have access at all times.	Michelle	July 2012	July 2012
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**Initiative#3:**

CLFE will provide additional information and education on the different committees established and their purpose.

<b>Action</b>	<b>Person Responsible/ Target Date/ Completion</b>		
1. CLFE will develop a written document explaining the function of each committee and the process for their use.	Michelle	March 2012	See Communication Methods and Flow Chart
2. This document will be reviewed at all Team Meetings and documented in meeting minutes when reviewed.	Sandy L. Shari Sandy M.	August 2012	
3. This information will be presented at an "Advocates In Motion" Meeting.	Michelle	April 2012 Deferred until Sept, after the new Executive is elected	
4. Committee information will also be included in an upcoming issue of the agency's Newsletter.	Michelle	Spring issue Deferred until the fall issue	
5. This information will be stored on "shareddocs" so all employees have access at all times.	Michelle	April 2012	May 2012