



Performance Improvement Plan 2022



Executive Summary

Dengarry Professional Services Ltd. provides support and services to individuals with developmental disabilities. This includes residential, employment and community access supports. Our main focus is to help individuals attain a better quality of life by achieving a greater independence, increased social participation and an overall improved well-being (emotional, physical and material).

Dengarry Professional Services Ltd. is committed to long-term planning to ensure quality and continuity of services. Therefore, the President and Management Group are responsible for ensuring that a formal and periodic strategic planning process is conducted and for reporting the findings to the organization. This planning assessment is conducted annually, by February 15th of each year and refers to information compiled from:

Annual Report,
Satisfaction Surveys,
Individual Service Plans,
Staff Meetings,
Contractor Meetings,
C.L.B.C. Meetings and Monitoring,
Accessibility Assessments,
Technology Plans,
Risk Management Plans,
Managers' Meetings,
Directors' Meetings.
Environmental health and safety reports
Complaint and Appeals

The following is the Performance Improvement Plan for the time frame of January 1st, 2020 to December 31st, 2020. Included within are:

- Annual Review Requirements
- Five Year Long-term planning
- Service Delivery Improvements
- Organizational Improvements
- Risk Management Improvements
- Technology Improvements



ANNUAL REQUIREMENTS

Accreditation is the process of obtaining outside feedback of how well an agency does business on a day-to-day basis. Dengarry Professional Services Ltd. has entered into an agreement with CARF (Commission on Accreditation of Rehabilitation Facilities) to examine every aspect of our organization and to ensure that we are providing our services in the best possible way.

Dengarry developed the following list of annual requirements to ensure we are providing the best possible service to the individuals we support.

- Policy and Procedure Manual Review
- Employee Evaluations
- Employee Competency Reviews (Medication, Evacuation Plans, Safety, etc.)
- Job Description Review
- Dengarry Professional Services Ltd. Training Review
- MANDT Re-Certification
- Complaint / Appeal Review
- CARF Standards Review
- Individual Service and Support Documents Review (ie. Profiles, Consents, Inventory Lists, Rights, etc.)
- Home Share Program Monitoring and Health and Safety Checks
- External Site Safety Inspections
- Site Orientation Package Review
- Accessibility Assessment / Plan / Annual Review
- All Incident Reports Review
- Satisfaction Survey Review
- Strategic Planning
- Cultural Competency and Diversity Review
- Succession Plan Review
- Continuity of Operations Plan Review
- Technology Plan Review
- Budget Plan Review
- Risk Management Plan Review

Ensuring this list is completed annually is the responsibility of all levels of the organization, from the President through to frontline staff.



2022 PERFORMANCE IMPROVEMENT PLAN

Dengarry Professional Services Ltd. constantly monitors and assesses its performance against a series of indicators and targets. This is done by setting specific, measurable goals and tracking performance to achieve the desired support and business outcomes. The Management Team reviews and analyzes the results to determine areas of improvement. The following review and analysis positions Dengarry to develop and initiate performance improvement changes.

FIVE YEAR LONG-TERM PLANNING GOALS								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quesnel Community Inclusion Contract Restructuring	To restructure the Quesnel Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Managers President	Unknown	PG Manager, President	01/01/2023		
Prince George Community Inclusion Contract Restructuring	To restructure the Prince George Community Inclusion contract to move to a group CI model	CI contract and program successfully being restructured	Managers President	Unknown	PG Manager, President	01/01/2023		
Bus Stop For 395 Johnston Ave	To improve access for individuals to engage in services at 395 Johnston Ave	A functioning bus stop	Quesnel Assistant Manager	N/A	PG Manager Quesnel Assistant Manager	01/01/2026		
PG CI Office Building - wheelchair accessibility	To approach building manager to review changing needs of individuals and discuss meeting accessibility needs for individuals in the building	Meeting completed	PG Assistant Manager	N/A	PG Assistant Manger PG Manager President	01/01/2026		



2021 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS

Risk Management Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Enhance Health and Safety Training	Update policy, training PowerPoint, competency testing and forms	Completion of policy, training and forms	Manager	n/a	Manager JOHS Committees	31/12/2021		
Standardize the process by which Emergency Drills are conducted	Create scenarios, process and revise documentation process for Emergency Drills	Completion and implementation of scenarios, process and documentation	Manager	n/a	Manager JOHS Committees	31/12/2021		

Technology Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ShareVision Notifications	To use ShareVision to notify supervisors and JOHS Committees of completed Emergency Drills and Site Inspections	Notification system being operation	IT Administrator	n/a	IT Administrator Manager	31/12/2021		



2022 PERFORMANCE IMPROVEMENT PLAN NEW ITEMS

Service Delivery Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Culture, Diversity and Inclusion awareness	To improve the Individual's awareness and access to different cultural activities in the community	Completion of list of community cultural events for each region	Assistant Managers	0	Assistant Managers Team Leaders HSC, Frontline staff	30/4/2022		

Organizational Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Recruitment	To revise Dengarry's recruitment efforts to enhance work/life balance by having adequate coverage to meet leave requests	Recruiting on different job multimedia platforms	President Manager Assistant Managers	Identified in Budget Plan	Supervisors	30/6/2022		
		Revision of Job Posting Information						
		Training for Supervisors						
Retention	To evaluate the work/life balance for Dengarry Supervisors	Completion Supervisor Survey	President Manager	0	Supervisors	1/5/2022		
		Review of Survey Results				30/6/2022		
Retention and Recruitment	To trial different efforts to increase retention and recruitment of Supervisors by enhancing work/life balance	Implementation of trial	President	Identified in Budget	Supervisors	1/9/2022		

Risk Management Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Review of Policy and Procedures	All staff will review Dengarry policy and procedure manual every 5 years at minimum	Completion of sign off form	Team Leaders Assistant Managers Managers	0	All Employees	31/12/2022		
Revision of Vehicle Use Policy and Employee Qualification Policy	Updated policy and procedures to include international licences class 7 drivers abstract and personal vehicle insurance shortfalls	Completion of updated policies	Manager	0	Manager	15/7/2022		

Technology Improvements								
Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Dengarry Server	Research possible solutions for VPN and DNS services outside of the Server App	Identified VPN and DNS services	IT Administrator	0	IT Administrator	31/12/2022		

