Performance Improvement Plan
2025

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, 2023 to December 31st, 2023. 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.

2025 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
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 Manager	N/A	Manager President	01/01/2026		
Leadership Structure	To enhance the current Leadership structure to complement the needs of the organization	Employees Hired to positions	President	Identified in Budget	President Managers	01/01/2029		

2023 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
ShareVision Forms Program Guidelines Individual Guidelines	To move Individual and program forms from PDF format into ShareVision	Completion of new forms and reduction in printing and scanning	PG Manager	N/A	IT Administrator Managers	30/11/2025		

2024 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
Key Inventory	To review and update all keys to ensure accuracy	Updated and labelled keys	Quesnel Manager	n/a	Team Leaders Admin	31/10/2025		
Leave Forms	To explore the use of ShareVision's Employee Portal for Leave Forms	Completion of research	President	N/a	IT Admin President	10/11/2025		

Organizational Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
ComVida Scheduling	To implement the use of the Daily Attendance and Assignment Approval pages in ComVida to increase accuracy in scheduling and payroll	Implementation of these pages	PG Manager	N/A	Managers Team Leader HSC Admin	31/12/2025		

Service Delivery Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Microsoft Planner	To implement Microsoft planner into Dengarry's various workflow applications to improve efficiency and accuracy	Using Microsoft Planner	President	N/A	IT Admin President Managers TL HSC	31/12/2025		

2025 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
Individual's Home Safety Training	Gather baseline data on Individual's knowledge of home safety issues	Completion of questionnaire with all individuals in supported housing	PG Manager	N/A	Managers TL Frontline Staff	30/09/2025		
Home Share Contractors utilizing ShareVision	To allow select Home Share Contractors access to ShareVision for documentation	Home Share Contractors documenting in ShareVision	HS Manager	N/A	IT Administrator Home Share Coordinators	15/07/2025		
Home Share Contractor Training	Develop a "Frequently Seen Issues" sheet for HS	HS receiving FAQ	HS Manager	N/A	HSC HS Manager	01/07/2025		
Additional Supports to Home	Develop policy to track additional supports to home and steps if support is declined	Updated Policy	PG Manager	N/A	President Managers HSC	01/07/2025		
Home Share Coordinator Documentation	Provide training on expectations with documentation	Completed training and changes in documentation practices	HS Manager	N/A	HS Manager Home Share Coordinators	15/04/2025		

Organizational Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Bathing Assessment	To develop updated assessment and guidelines for bathing protocols	Policy Updated	PG Manager	N/A	President Managers TL HSC	31/03/2025	01/03/2025	
Sentinel Events	To develop policy and procedure on sentinel event review	Updated policy and procedures	PG Manager	N/A	President Managers	31/05/2025		

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Annual Documentation Quality Assurance	To develop tools and process to enhance annual documentation quality assurance for all program types	Implementation of tools and process	PG Manager	N/A	President Managers TL HSC	01/08/2025		
Adequate Employee Rest Periods	To develop information tools to have vacation and stat time booked as per policy	Implementation of information tools	PG Manager	N/A	Managers Team Leaders	31/12/2025		
95% contracts delivered	To determine and recruit minimum casual FTE levels by creating an updated weekly schedule of all availability of casuals	Development of tracking schedule	Managers	N/A	Managers TL	31/05/2025		

Risk Management Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Supervisor ComVida Security	Review and adjust Supervisor security permissions in ComVida	Updated Permissions	President	N/A	President PG Manager	15/02/2025	20/02/2025	
Critical Incident Documentation	To improve the quality of the documentation prior to Critical Incidents being submitted	Completed training for Supervisors	Quesnel Regional Manager	N/A	Quesnel Manager Team Leaders Home Share Coordinators	01/06/2025		
Risk Assessment	Update the Individual Risk Assessment to include other risk areas and Supervisor sign off	Updated Form	President	N/A	President IT Admin Managers	30/03/2025	21/03/2025	
Individual Skills Abilities and Vulnerabilities Assessment	To review current best practice standards for conducting assessment	Completion of updated assessment form	PG Manager	N/A	President PG Manager Quesnel Manager	31/12/2025		
JOHS Committee Training	Enhance Supervisor's ability to lead the JOHS Committee	Completion of training	PG Manager	N/A	PG Manager JOHS Employer Reps	15/04/2025		

| Evacuation Drills | To assess, measure and practice ability of a full-scale evacuation | Completion of an evacuation drill | President | N/A | President Managers TL HSC | 05/30/2025 | | |

Technology Improvements

Item/Improvement	Improvement Description	Measured by	Responsibility	Cost	Workforce Allocation	Target Completion Date	Actual Completion Date	Improvement Outcome
Quickbooks	Move Quickbooks to the online version	Quickbooks being utilized online	President	Allocated in budget	President Admin	15/04/2025		
AI Scanning	Implementation of a new software application	AI Scanning being utilized	IT Admin	Allocated in budget	President IT Admin	15/05/2025		