# PERFORMANCE MEASUREMEANT AND MANAGEMENT

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.

# 2026 PERFORMANCE IMPROVEMENT PLAN

| FIVE YEAR LONG-TERM PLANNING GOALS | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 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 | 31/12/2031 | | |

## 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 | Regional Managers | 31/04/2026 | | |

**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 | 31/05/2026 | | |

## 2025 PERFORMANCE IMPROVEMENT PLAN CARRY OVER ITEMS

**Organizational Improvements**

| 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 | Manager | N/A | President Managers TL HSC | 01/08/2026 | | |

**Dengarry**
Professional Services Ltd.

| 2026 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 |
| Intake Questionnaire | To develop an intake questionnaire to assess the Individual's service expectations | Completed Questionnaire | Quesnel Regional Manager | N/A | Team Leaders and Home Share Coordinators | 28/02/2026 | | |
| Skills Vulnerabilities and Risk Assessment | To develop within ShareVision the Skills Vulnerabilities and Risk Assessment | Completed form in Sharevision | Manager IT Admin | N/A | It Admin | 20/01/2026 | | |
| Dementia Screening | To complete annual dementia screening for all Individuals 40 years old and older | Completed NGT Assessments | Regional Managers | N/A | Team Leaders Home Share Coordinators | 31/12/2026 | | |

**Dengarry**
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**Organizational Improvements**

| Item/Improvement | Improvement Description | Measured by | Responsibility | Cost | Workforce Allocation | Target Completion Date | Actual Completion Date | Improvement Outcome |
|---|---|---|---|---|---|---|---|---|
| Home Share Coordinator Training | To develop Policy and Procedures related to the expectations of monitoring and quality of life assessment and follow up | Creation of Policy | Manager | N/A | Regional Managers | 30/03/2026 | | |
| Consistency in the completion of Individual focused planning and documentation | To develop Policy and Procedures related to the timeframe expectations for the completion of documentation | Creation of Policy | Manager | N/A | Regional Managers | 30/03/2026 | | |
| Adequate Employee Rest Periods | To Conduct at Policy review of Stats and Vac by | Completion of review in team meeting | Regional Manager | N/A | Team Leaders | 28/02/2026 | | |
| Forms | To review all forms for accuracy, digitalization and AI scanning | Completion of Review | Manager President | N/A | IT Admin | 15/09/2026 | | |
| Defining frontline roles and expectations | To build frontline staff skill sets and understanding of roles and expectations | Completed training sessions | PG Manager | N/A | Regional Managers Team Leaders Home Share Coordinators | 30/04/2026 | | |

| Psychological Safety | To review Dengarry's Policy and Procedures versus national standards | Completion of Review | Quesnel Manager | N/A | Managers | 31/10/2026 | | |

## Risk Management Improvements

| Item/Improvement | Improvement Description | Measured by | Responsibility | Cost | Workforce Allocation | Target Completion Date | Actual Completion Date | Improvement Outcome |
|---|---|---|---|---|---|---|---|---|
| Training for Team Leaders and Home Share Coordinators | Develop training session for Team Leaders and Home Share Coordinators on the development of Individual and Program Guidelines | Completion of Training Session | Kamloops Manager | N/A | Regional Managers | 28/02/2026 | | |
| ISP Development | Review of ISP policy and Isp Guideline with HSC and TL | Development of SMART Goals in Individual ISPs | Quesnel Manager | N/A | Regional Managers Team Leaders Home Share Coordinators | 28/02/2026 | | |
| Home Share Contractor Training | To have Critical Incident Report training become an annual training item | Completion of training with all Contractors | PG Manager | N/A | Home Share Coordinators | 30/09/2026 | | |
| JOHS Committee Training | To provide training to JOHS Committee members on Incident Report Follow up | Completion of Training | PG Manager | Allocated in the Budget | JOHS Ctte Memebers | 31/12/2026 | | |

| Evacuation Drills | To assess and measure ability of a full-scale evacuation | Completion and documentation of the assessment | President | N/A | President Managers TL HSC | 30/04/2026 | | |

## Technology Improvements

| Item/Improvement | Improvement Description | Measured by | Responsibility | Cost | Workforce Allocation | Target Completion Date | Actual Completion Date | Improvement Outcome |
|---|---|---|---|---|---|---|---|---|
| Set parameters on the use of AI technology | To develop Policy and Procedures on the use of AI tools | Creation of Policy | Manager | N/A | All Employees | 31/05/2026 | | |