

WDDS Operational Planning ~ WDDS Strategic Plan 2021-2024 **ORGANIZED BY YEAR**

Updates: October 2023 for April 1, 2023-September 30, 2023

Year 3

Priority: Community

To enhance relationships with families, partners, and community Goal:

Strategy	Key Actions	Timeline	KPIs (Outputs and Outcomes)	
Strengthen WDDS' community presence and profile	Community Presentations: • Develop and provide presentations for community groups and partners (e.g., Fanshawe, King's)	Year 3	 # of social media followers # of community presentations 	October 2023 Social Media: Facebook: 915 people like our page on Facebook 1105 people follow our page on Facebook There were 47 new likes, 11,880 people reached and 8748-page visits There were 23 posts on Facebook: 2 community partner post shares 21 Original photos or flyers Average likes per post was 41 and average shares per post was 4 107 people liked our Joblinks page that had 8 posts Instagram: There were 769 followers on Instagram 68 new followers 33 posts 15 photos or infographics and 19 stories

Key Actions	Timeline	KPIs	
		(Outputs and Outcomes)	
			Twitter/X:
			o 45 followers
			o 6 posts
			 **Note: We have receded our use of this
			platform since the change of name
			Grand totals between all platforms:
			• Total followers = 1,981
			• Total posts = 71
			Total engagements (likes, shares, comments,
			messages) = 1698
			Community Presence:
			Fanshawe College – Mock Interviews with students and
			attended their Career Fair
			Attended the Community Employment Services Career Fair of St. Many's High School
			Fair at St. Mary's High School
			Attended and helped volunteer at the Woodstock Truck Show
			 Hosted an Open House for the Day Respite program Endbridge Gas participated in the "Day of Caring" and
			donated their time and resources to building a bike rack
			for the main building, planting flowers and tearing down a
			shed at one of the Group Living locations
	Key Actions	Key Actions Timeline	·

Priority: Organizational Culture

Goal: To be an organization of choice

Strategy	Key Actions	Timeline	KPIs	
			(Outputs and Outcomes)	
Support ongoing professional	Conduct program evaluation of all training	Year 3	 # staff who attend PD 	October 2023
development	programs		activities	109 staff have attended various Professional Development activities during this reporting period. Training sessions have included various topics including but not limited to Health and Safety, Supporting People with Challenging Behaviour, Trauma informed care, controlled acts, planning, Mental Health and Leadership.

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Strategy	Key Actions	Timeline	(Outputs and Outcomes)	
Improve communication with employees, families, and people supported	Develop virtual resource video library explaining about different aspects of WDDS (e.g., where to find X, how to do Y, who does what, etc.) • Develop further videos to expand library • Project review; determine what updates are needed	Year 3	# of social media followers # of social media posts # staff who indicate they are better informed # families who indicate they are better informed # people supported who indicate they are better informed	 Feedback forms are completed after training sessions with a renewed approach to focus on sharing and transferring knowledge. October 2023 See above for details related to social media. *Followers have increased as indicated below: Aug. 2022- 790 people liked our Facebook page – this number has increased by 125 as of September 2023 Aug. 2022 - 946 people followed our Facebook page – this number has increased by 841 Aug. 2022 - 76 people liked the Job Links Facebook page – this has increased by 245 Aug. 2022 - 524 Followers on Instagram – this number has increased by 245 Aug. 2022 - 35 followers on Twitter – this number has increased by 10 The communication strategy that is in place has increased the number of updates/information sharing that directly goes out to stakeholders. Number of direct emails to families averaged about 2 per month over the last 6 months Number of direct e-mails to staff averaged approximately 2 per month over the last 6 months
				A further discussion needs to take place to determine if developing a virtual resource library is truly required and is the best use of resources
Strengthen employee engagement	Conduct employee satisfaction and engagement survey, including comparative analysis with previous findings	Year 3	 # staff attending agency events # staff submitting stories for Joy Job 	 October 2023 Employee Engagement has been the focus of the Conversations that Matter sessions over the last year WDDS was successful in receiving an Ontario Trillium Foundation Resilient Communities Fund Grant. With this grant an Employee Engagement Coordinator has been hired who will be responsible for: Observing, planning and implementing strategies to improve staff recruitment, orientation and the organization's onboarding process

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Strategy	Key Actions	Timeline	KPIs (Outputs and Outcomes)	
				 Planning employee recognition and engagement events Developing employee engagement and support initiatives, programs and policies in response to employee surveys Managing the implementation and access of new resources and training Re-establishing and managing internal committees relating to employee engagement such as the Health and Wellness Committee, the Mentoring Committee and the Inclusion, Diversity, Equality and Accessibility Committee With this Grant WDDS has also offered a holistic health and wellness platform with tools and educational resources for staff, people supported and volunteers. This service includes coaching calls, nutrition resources, wellness workshops and movement classes with a trauma-informed and diversity focused lens. The grant has also provided an opportunity for WDDS to increase long-term access to responsive mental health training for staff by acquiring the necessary qualifications and supplies to run in-house Mental Health First Aid training and ASIST suicide prevention training. From April 1-September 30, 2023 41 staff have been trained in Mental Health First Aid. 1 person has become a trainer for Mental Health First Aid and 2 employees are now trained to provide in-house ASIST training. The Employee Engagement Coordinator has started completing Stay Interviews with current employees and is preparing an Employee Engagement Survey to provide baseline data. A celebratory lunch took place in September, 19 people were recognized for having reached milestones with the organization. There were 9 people recognized for 5 years of service. 2 for 10 years, 6 for fifteen years and two for 35 years of service.

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Strategy	Key Actions	Timeline	KPIs	
			(Outputs and Outcomes)	
				An end of summer barbeque was held in August. There were 366 people in attendance. This included people supported and their families, as well as employees and their families.

Priority: Service Excellence

Goal: To provide quality, innovative, and responsive supports and services

Strategy	Key Actions	Timeline	KPIs (Outputs and Outcomes)	
Assess WDDS' programs and services to ensure quality, innovative, and responsive supports and services	Develop an evaluation strategy for all programs and services • Share information across programs and planning to ensure coordinated responses	Year 3	 # survey respondents (i.e., response rates) # of people supported who indicate they are satisfied with supports and services # of families who indicate they are satisfied with supports and services # of staff who indicate they are better informed # of people supported who indicate they are better informed # of families who indicate they are better informed 	 Satisfaction surveys are distributed at a minimum annually in September. The learning programs complete surveys at the end of each "semester". To simplify the summary of surveys – the majority are now being completed via survey monkey – paper copies are still available for those without access to a computer and are then inputted into the platform to be included in the summary. To ensure participation for those people supported in SIL, a social gathering was organized to ensure we were getting people's feedback. This approach was very successful with 96% of people supported in SIL completing a survey compared to only 45% last year. Feedback from families was not as good this year despite the fact that the deadline was extended. 28 families completed the satisfaction survey this year which is only 17.2%. This will need to be reviewed next year to improve the response rate. In total 93.1% of people using services provided their feedback. Group Living – 88.75% of people are happy with the supports and services they are getting. 11.3% indicated that they are not. The reasons given were either in regards to wishing that they had more independence or that they wanted more staff. 16.25% of people stated that they do not have enough support to do

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Strategy	Key Actions	Timeline	KPIs	
			(Outputs and Outcomes)	
				 what they want to do – the comments clearly demonstrate that they have been impacted by the staffing shortages that we have been dealing with. SIL – 93.5% of people are happy with the supports and services they receive; those that indicated that they were not satisfied have indicated that they wish that they had more support. Families - of those that responded, 100% indicated that they believe that the person that they care about is satisfied with their supports and services and 95.7% indicated that they feel that the services and supports are responsive, flexible and designed to assist the person to meet their personal goals.
	Conduct program evaluation of all programs	Year 3		October 2023
				As mentioned above – programs are evaluated at a minimum – annually with the most recent evaluation occurring September 2023. The deadline was extended into October so the data is still being summarized and analyzed. Once that is complete, it will be shared with the leadership team and an action plan will be developed in regards to what can and should be implemented/changed based on the feedback/comments in the surveys.
	In preparation for new strategic planning process, assess all strategies and initiatives of current strategic plan	Year 3		

Priority: Sustainability

Goal: To expand organizational resources

Strategy	Key Actions	Timeline	KPIs	
			(Outputs and Outcomes)	
N/A	No identified actions for this priority in Year 3			

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