

WDDS Operational Planning ~ WDDS Strategic Plan 2021-2024

ORGANIZED BY YEAR

Updates: April 2024 for October 1/2023- March 31/2024

Year 3

Priority: Community

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

Strategy	Key Actions	Timeline	KPIs (Outputs and Outcomes)	
Strengthen WDDS' community presence and profile	<p>Community Presentations:</p> <ul style="list-style-type: none"> Develop and provide presentations for community groups and partners (e.g., Fanshawe, King's) 	Year 3	<ul style="list-style-type: none"> # of social media followers # of community presentations 	<p>October 2023</p> <p>Social Media:</p> <ul style="list-style-type: none"> Facebook: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> There were 769 followers on Instagram 68 new followers 33 posts <ul style="list-style-type: none"> 15 photos or infographics and 19 stories Twitter/X:

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				<ul style="list-style-type: none"> ○ 45 followers ○ 6 posts ○ **Note: We have reduced our use of this platform since the change of name. <p>Grand totals between all platforms:</p> <ul style="list-style-type: none"> ● Total followers = 1,981 ● Total posts = 71 ● Total engagements (likes, shares, comments, messages) = 1698 <p>Community Presence:</p> <ul style="list-style-type: none"> ● Fanshawe College – Mock Interviews with students and attended their Career Fair ● Attended the Community Employment Services Career 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. ● Enbridge 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. <p>April 2024</p> <p>Community Presence:</p> <ul style="list-style-type: none"> ● WDDS hosted a Job Fair in October ● Fanshawe College – Mock interviews with students and attended the Job Fair that the College hosted ● Presentation to the DC Classes at Huron Park Secondary School and Woodstock Collegiate Institute ● Attended St. Michael’s School Wellness Fair ● Attended Woodstock’s Career Expo ● Job Links sponsored a Navy Vets Game which provided an opportunity to educate those in attendance about the employment services that they offer ● WDDS hosted the Family Support Workers of Ontario South West Region’s annual meeting

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				<ul style="list-style-type: none"> • Interview on Heart FM to promote the Runway of Stars event and to share information about WDDS – who we are and what we do. • The Nexus and Options classes focus on community engagement and presence; Classes include partnerships with the Movement Church, Woodingford Lodge, the YMCA, the Salvation Army, Woodstock Lawn Bowling Club, the Huron Park Baptist Church as well as offering a News and Events class that has participants create a newsletter that highlights various community events that they visit/attend <p>Social Media</p> <ul style="list-style-type: none"> • Facebook: <ul style="list-style-type: none"> ○ 952 people like our page on Facebook ○ 1205 people follow our page on Facebook • 138 people follow the Joblinks page • Instagram: <ul style="list-style-type: none"> ○ There were 846 followers on Instagram ○ 77 new followers <p>Grand totals between all platforms:</p> <ul style="list-style-type: none"> • Total followers = 2,189 • Total posts = 62 • Total engagements (likes, shares, comments, messages) = 1,056

Priority: Organizational Culture

Goal: To be an organization of choice

Strategy	Key Actions	Timeline	KPIs (Outputs and Outcomes)	
Support ongoing professional development	Conduct program evaluation of all training programs	Year 3	<ul style="list-style-type: none"> # staff who attend PD activities 	<p>October 2023</p> <ul style="list-style-type: none"> 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. Feedback forms are completed after training sessions with a renewed approach to focus on sharing and transferring knowledge. <p>April 2024</p> <ul style="list-style-type: none"> WDDS received a grant from the United Way Oxford Community Services Recovery Fund which provided the resources for 40 employees to attend Person Centred Risk Training; the 2-day training took place at WDDS and was facilitated by Helen Sanderson and associates; employees who attended have a greater understanding, tools and practical approaches for supporting people to access their community, try new things and meet new people; this will enhance planning practices, provide a positive approach to risk, supporting people in a world with less restrictions 18 Employees were trained in Mental Health First Aid during this reporting period bringing our numbers up to 43 for the year 18 Employees have received Applied Suicide Intervention Training (ASIST) 18 Employees have attended training to increase skills for supporting people with challenging behaviour 7 Employees have attended training to increase capacity to support people as they age - this includes 3 employees who have received certificates to facilitate Dementia

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				<p>Capable Supports Training to others within the organization</p> <ul style="list-style-type: none"> • 2 Employees have attended several training sessions in regards to increasing skills and to learn best practices to facilitate effective Person directed planning • 10 Employees completed the internal Leadership series • 2 Employees attended Mental Health Leadership Training • 9 Employees have attended conferences that included information in regards to Employment, Human Resources, Individualized supports and Sector updates • Hosted the Agency Wide bi-annual training in November 2023
<p>Improve communication with employees, families, and people supported</p>	<p>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.)</p> <ul style="list-style-type: none"> • Develop further videos to expand library • Project review; determine what updates are needed 	<p>Year 3</p>	<ul style="list-style-type: none"> • # 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 	<p>October 2023 – See above for details related to social media. *Followers have increased as indicated below:</p> <ul style="list-style-type: none"> • 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 <p>The communication strategy that is in place has increased the number of updates/information sharing that directly goes out to stakeholders.</p> <ul style="list-style-type: none"> • Number of direct e-mails 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. <p>A further discussion needs to take place to determine if developing a virtual resource library is the best use of resources....</p>

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				<p>April 2024</p> <ul style="list-style-type: none"> It has been decided that with our current Training Platform and the resources that are available on it, there is no need to develop a virtual resource library Regular communication to share information and to update staff and families continues to be a priority; information has included but is not limited to the following: <ul style="list-style-type: none"> “Endless Possibilities” stories – people supported celebrating their achievements Agency updates Training Opportunities General sector related information that people may find helpful Employee Engagement biweekly updates that support health and wellness Events that are taking place in and around Woodstock that people may be interested in Efforts continue to occur to work with the Family Network by attending meetings; some families, connected to the group, have indicated that WDDS is doing great at keeping them informed of upcoming events and that they appreciate that; during this reporting period the Network cancelled their meeting Employee Appreciation week was recognized in February 2024; the Christmas season was celebrated with a Hot Chocolate Truck that was available to anybody affiliated with WDDS and the Christmas Dinner and Dance was well attended and held in person for the first time since the pandemic
Strengthen employee engagement	Conduct employee satisfaction and engagement survey, including comparative analysis with previous findings	Year 3	<ul style="list-style-type: none"> # staff attending agency events # staff submitting stories for <i>Joy Job</i> 	<p>October 2023</p> <ul style="list-style-type: none"> 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:

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				<ul style="list-style-type: none"> ○ Observing, planning and implementing strategies to improve staff recruitment, orientation and the organization’s onboarding process. ○ 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 30th 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 recognizing for having reached milestones with the organization. There were 9 people recognized for 5 years of

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				<p>service, 2 for 10 years, 6 for fifteen years and two for 35 years of service.</p> <ul style="list-style-type: none"> • 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. <p>April 2024</p> <ul style="list-style-type: none"> • An Employee Engagement Survey was circulated to all employees at the end of January 2024. Information was summarized and shared with all staff and the Board. <ul style="list-style-type: none"> ○ 60 employees responded to the survey – the majority of those that participated have been employed with WDDS either between 2 and 5 years or for 10 or more years ○ 88% of respondents agreed that they know what is expected of them at work ○ 72% indicated that they have the materials and equipment to do their work right ○ 58% said that they have the opportunity to do what they do best every day. ○ 56% said that they had received recognition or praise for doing good work in the last seven days ○ 79% indicated that their supervisor, or someone at work seems to care about them as a person ○ 65% of respondents indicated that someone at work encourages their development ○ 56% feel their opinions seem to count ○ 61% feel that the mission or purpose of WDDS makes them feel that their job is important ○ 49% feel that their fellow employees are committed to doing quality work ○ 72% stated that they have a good friend at work ○ 59% indicated that someone at work had talked to them about their progress in the last 6 months ○ 75% feel that they have had opportunities at work to learn and grow

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				<ul style="list-style-type: none"> • Trends identified in the feedback include, but are not limited to: <ul style="list-style-type: none"> ○ Review overall orientation and training for anyone taking on new positions ○ Improve recognition initiatives and opportunities for employees to connect ○ Improve culture and communication ○ Improve scheduling and staffing levels ○ Improve performance management practices for those employees that are not performing or doing their jobs ○ Increase access to supervisors • A work plan is being developed based on these trends - this will provide updates in regards to the work that is happening based on the feedback received • This survey will act as our baseline - another survey will be completed in the fall • The Employee Engagement Coordinator continues to share Employee Engagement biweekly updates • The Employee Engagement provided an update to the Board of Directors at the April 2024 Board Meeting

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 <ul style="list-style-type: none"> • Share information across programs and planning to ensure coordinated responses 	Year 3	<ul style="list-style-type: none"> • # survey respondents (i.e., response rates) • # of people supported who indicate they are satisfied with supports and services 	October 2023 <ul style="list-style-type: none"> • 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 input in to the platform to be included in the summary

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			<ul style="list-style-type: none"> • # 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 	<ul style="list-style-type: none"> • 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 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. <p>April 2024</p> <ul style="list-style-type: none"> • No Satisfaction surveys were completed during this reporting period; annual Surveys will be distributed again in the fall
	Conduct program evaluation of all programs	Year 3		October 2023

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				<ul style="list-style-type: none"> 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		<p>April 2024 At the January 2024 Board Meeting it was decided to continue with the current Strategic Plan for an additional three years as the priorities and strategies are still relevant and appropriately relate to the MCCSS's Journey to Belonging. It was also noted that the pandemic impacted some of the work to be done at the beginning of the plan.</p>

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			