

## Year 1 – April 1, 2024 – September 30, 2024

**Priority:** Community

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

Strategy	
<p>Strengthen WDDS' community presence and profile</p>	<p>Community Presence:</p> <ul style="list-style-type: none"> <li>• The Manager of Employment Services presented at the Youth Advocacy Summit providing information about the Future in Motion Project that was funded by CBYC.</li> <li>• The Runway of Stars fundraising event was held at the Oxford Auditorium on May 2, 2024. Two hundred and seventy-five tickets (275) were sold. Forty (40) models walked the runway and twenty volunteers helped to make the show a success.</li> <li>• WDDS participated in 2 Job Fairs at Fanshawe College.</li> <li>• WDDS hosted a Car Show and Yard Sale in September.</li> <li>• WDDS was nominated for the Chamber of Commerce Award of Excellence in regards to Community Engagement. A 3-minute video was created to educate voters about WDDS; who we are and what we do. The Winner will be announced on November 6, 2024 at the Chamber of commerce Award of Excellence Celebration.</li> <li>• United Way Day of Caring: 6 people from Libro volunteered their time to help clean up the gardens at 212 Bysham Park Drive. The morning started with a short tour of the building and a presentation to the team in regards to who we are and what we do.</li> </ul>
<p>Build new relationships and deepen relationships with existing community partners</p>	<ul style="list-style-type: none"> <li>• Nexus and Options classes continue to focus on community engagement and presence. Classes include partnerships with the Salvation Army, The Woodstock Lawn Bowling Club, the Movement Church, Old St. Paul's Church, Huron Park Baptist Church, Woodingford Lodge, the YMCA and Nerdz Café.</li> <li>• WDDS is involved in partnerships with more than 50 other organizations/businesses. Other partnerships include Do Good Oxford, Second Harvest, Woodstock Chamber of Commerce, the Woodstock Library, Southwestern Public Health, Colleges and High Schools, Goodwill, Greenhouse Academy, MCCSS and RSA just to name a few.</li> <li>• The Woodstock Truck show took place in May. Fifteen people using services were supported to volunteer at the show.</li> <li>• Several Employees sit on various external committees, some of which include: the Family Support Workers of Ontario, Oxford County Volunteer coordinators Networking Committee, Southwest Executive Director's Group, Thames Valley Adult Service Providers Network, Thames Valley Local Enhanced Community Response Network, Enhanced Specialized Services Planning Committee, Director's Network, Workforce initiative – Skills, Development and Training Committee, Cultivating Community Wellness Community of Practice and the Mentoring for Competencies Group.</li> <li>• Meetings were had with MPP Ernie Hardeman: 1. To discuss the #5ToSurvive campaign – a sector wide initiative that was launched back in November of 2023. Community Living Ontario launched the campaign to support organizations, like ours, to put pressure on the provincial Government to</li> </ul>

Strategy	
	<p>commit to funding for our sector, in the upcoming budget. The campaign focused on requesting an immediate five percent increase to organization's base budgets to push back against the economic factors that are making day-to-day operations extremely difficult. The increased costs of necessities like heat, hydro, repairs, transportation and other essentials, leaves organizations challenged to decide where costs to operational budgets can be reduced to avoid a fiscal deficit. The fact that the sector has not seen any increases to their base funding in the last 30 years, was a key message in conversations with local MPPs, demonstrating the dire need for additional funds to ensure that agencies are not forced to reduce services; and 2. To discuss the challenges that Agencies who provide employment services, through Ontario's Employment Transformation, are experiencing. With the model being very admin heavy, the fact that there has been a very significant budget cut, with targets having increased means that the needs of many job seekers, specifically those with a disability, are not being met.</p>
Engage families and care providers	<ul style="list-style-type: none"> <li>• WDDS hosted A Wellness Fair and Barbeque in June 2024 for people using services, families and staff. Three hundred and seventy-seven people attended.</li> <li>• Open Houses occurred for Summer Camp as well as Day Services.</li> <li>• WDDS continues to work with the Family Network to organize and host meetings to share information.</li> <li>• Information was shared with all families in regards to a virtual information session on Journey to Belonging that was organized by MCCSS.</li> <li>• Other training opportunities/resources have also been shared including information on technology to increase independence, information on RDSPs, ODSP, Paperwork and Funding information sessions, Creating creative individual housing plans etc.</li> <li>• Satisfaction surveys were sent out to families and care providers in September 2024 to receive feedback including information in regards to engagement and communication, what they think WDDS is doing well and where improvements can be made.</li> </ul>

**Priority:** Organizational Culture

**Goal:** To be an organization of choice

Strategy	
Support ongoing professional development	<ul style="list-style-type: none"> <li>• WDDS continues to support the DSW Apprenticeship program.</li> <li>• Seventy-eight (78) employees participated in external Professional Development and learning opportunities. Sessions included DSW Operational Leaders Training, Psychological Safety, Communication, Mental Health Leadership, Aging and Developmental Disabilities, Safe Space Training, The Impact of Language, Autism and Sexuality Educator Training.</li> <li>• Fifteen (15) people received Mental Health First Aid Training and twenty-three (23) people received the Applied Suicide Intervention Skills Training (ASIST).</li> <li>• WDDS has in-house trainers in Mental Health First Aid, ASIST, CPI, First Aid, Operational Leadership and Dementia Capable Support of Adults with Intellectual Disabilities and Dementia.</li> <li>• More than 2,000 hours were spent on staff development.</li> </ul>
Ensure continuity of leaders through succession planning	<ul style="list-style-type: none"> <li>• One (1) member of the Leadership team attended the DSW Operational Leaders Training to become a trainer. This will provide the opportunity for WDDS to enhance the leadership training that is currently being provided and focus on developing others for future leadership opportunities.</li> </ul>

Strategy	
	<ul style="list-style-type: none"> <li>• A transition plan is currently in place for the upcoming retirement of the Director of Finance.</li> <li>• Training was completed with Case Managers and Supervisors in regards to their roles as team leaders.</li> </ul>
Improve communication with employees, families, and people supported	<ul style="list-style-type: none"> <li>• Regular communication continues to be shared across the organization in regards to training and professional development opportunities, the introduction of new employees, and various other updates and celebrations.</li> <li>• Biweekly Employee Engagement updates were shared by the Employee Engagement Coordinator.</li> <li>• WDDS continues to work with the Family Network by attending meetings to provide updates and answer questions.</li> <li>• Celebrations and up coming events are shared on social media.               <ul style="list-style-type: none"> <li>○ 41 posts were shared on Facebook during this reporting period. WDDS has 1278 followers.</li> <li>○ 72 posts were shared on Instagram during this reporting period. WDDS has 948 followers.</li> <li>○ 9 posts were shared on the Joblinks Facebook page. Joblinks has 147 followers.</li> </ul> </li> <li>• Committees add updates to team meeting agendas to keep everyone informed and up to date on the work that they are doing.</li> <li>• “Endless Possibilities” continues to be shared, highlighting the great things that the people we support are doing.</li> <li>• The Employee/Employer Relations Committee meets regularly and minutes of the meetings are shared with all staff.</li> </ul>
Strengthen employee engagement	<ul style="list-style-type: none"> <li>• A Wellness Fair and BBQ took place in June 2024. Three hundred and seventy-seven (377) people attended.</li> <li>• A Years of Service Lunch Celebration took place on September 9, 2024. Fifteen (15) Employees were recognized for 5 years of service, 1 for 10 years, 1 for 15 years, 1 for 25 years and 2 for 35 years of service.</li> <li>• Various learning opportunities were offered to all employees through the Sekond Skin Society platform, as well as others, to promote wellness. Workshop’s included sessions on Caregiver Anxiety, Depression and Burnout, Financial Wellness, Mindfulness and Decluttering Your Life as well as Information sessions on the Employee Assistance Program.</li> <li>• Discounted gym memberships are available to all employees.</li> <li>• An Inclusion, Diversity, Equity and Accessibility (IDEA) Committee was developed to support equity through the fair and respectful treatment of all people. This will be achieved through an intentional and respectful focus on and recognition of, everyone’s unique qualities and attributes and through the creation of inclusive environments where people feel respected, accepted and valued. Eight (8) DSPs are members of this committee.</li> <li>• A 2SLGBTQIA+ drop in took place in June 2024. This was part of our Inclusion, Diversity, Equity and Accessibility initiative. Twenty-two (22) people attended.</li> <li>• Safer Spaces Training also took place in September 2024 with more than twenty (20) people attended.</li> <li>• All staff received diversity training.</li> <li>• Various team challenges took place including the Tomato growing challenge and the outdoor challenge that promoted physical activity.</li> <li>• WDDS apparel was made available to those employees who were interested.</li> <li>• A Summary of the first Employee Engagement survey was shared in May 2024. In July 2024 updates from that summary were shared to let employees know what is currently happening to address some of the trends outlined in the</li> </ul>

Strategy	
	<p>summary as well as next steps. A second survey was sent out in September 2024.</p> <ul style="list-style-type: none"> <li>• The Employee Engagement Coordinator (EEC) provided a summary of other engagement initiatives that were accomplished through the Ontario Trillium Foundation Resilient Communities Fund that focused on Employee Engagement and Wellness. Some highlights from the report: Fifty-three (53) people met with the EEC to conduct stay interviews, one hundred and twenty (120) Employee Engagement Surveys were completed, six (6) engagement events were organized and enjoyed by people supported, families and staff, sixty-six (66) staff received MHFA training and thirty (30) received ASIST Training.</li> <li>• The Mal Couchbrough Employee Award of Excellence has been created to recognize the outstanding contributions of WDDS Employees. The award will be presented annually to a person or persons who works for WDDS and who demonstrates exceptional dedication and commitment to supporting adults with developmental disabilities. Employees are invited to nominate a colleague who goes above and beyond in their role, serving as an advocate, a positive influence and a collaborative team player. The ideal candidate will exhibit unwavering compassion, innovative problem-solving skills and a strong commitment to championing the rights and well-being of those they support.</li> <li>• The Health and Wellness Committee's key focus is on employee wellness and engagement throughout the year.</li> <li>• As the organization implements the Modernized Core Competencies there will be activities and games for staff to interact and learn about the competencies that support a skilled, diverse and professional workforce that will help people participate meaningfully in their communities and live good lives.</li> <li>• WDDS participates in the Cultivating Community Wellness - Community of Practice.</li> <li>• Members of the Leadership Team have attended Mental Health Leadership Training. Psychological Safety Training has also been provided to some employees.</li> </ul>
Strengthen recruitment strategies	<ul style="list-style-type: none"> <li>• WDDS participated in two (2) Job Fairs at Fanshawe College in September 2024. We also attended the Non-profit Volunteer Fair.</li> <li>• An Inclusion, Diversity, Equity and Accessibility Committee has been created to help create a culture where equity, accessibility and inclusion are naturally occurring, and diversity is embraced as a source of learning and pride.</li> <li>• WDDS is a member of the Workforce Initiative – Skills, Development and Training Committee and participates in Mentoring for Core Competencies.</li> <li>• The Mentoring Committee supports all new employees with a positive on boarding experience including a celebration for one (1) year of service.</li> </ul>

**Priority:** Service Excellence**Goal:** To provide quality, innovative, and responsive supports and services

Strategy	
Enhance supports for young people coming into service	<ul style="list-style-type: none"><li>WDDS received an Ontario Trillium Grant to make sustainable improvements to the planning process. A one (1) year contract for a planning facilitator began in June 2024. Work has begun to provide staff teams with tools and resources to support a person-directed support style. The coordinator will oversee the establishment of the Planning Committee and the Speaking out about Rights (SOAR) Committee.</li><li>Training has been provided in regards to Addictions and Homelessness and Person-Centred Risk.</li></ul>
Develop individualized supports for people with complex needs	<ul style="list-style-type: none"><li>The Planning Grant will enable staff members to access significant training to support people to make choices that affect them. This includes creating toolkits: supplies for alternative and augmentative communication so people who have low or no verbal communication can express their desires.</li><li>WDDS has in house trainers for Mental Health First Aid, Applied Suicide Intervention Skills Training, Dementia Capable Support of Adults with Intellectual Disabilities and Dementia to ensure teams have the skills required to effectively support people with complex needs.</li><li>Other training included: training to specific behavioural support plans, understanding a Trauma-Informed Approach to Support, Snoezelen Room Training, Sexuality Educator Training, Human Trafficking and Naloxone Training.</li></ul>
Assess WDDS' programs and services to ensure quality, innovative, and responsive supports and services	<ul style="list-style-type: none"><li>Satisfaction surveys are currently in the process of being completed for day services and are in the process of being summarized for accommodation services.</li></ul>

**Priority:** Sustainability**Goal:** To expand organizational resources

Strategy	
Diversify WDDS' revenue streams	<ul style="list-style-type: none"><li>WDDS continues to look for opportunities to apply for Grants to enhance supports and services. Grants during this reporting period included a Youth Engagement Grant – “Wellness Reset” and an Ontario Trillium Foundation Grant – Resilient Communities Fund – Expanding and improving planning practices.</li><li>Fundraising options continue to be monitored and reviewed regularly.</li></ul>