

## Year 1 – April 1/2024 – March 31/2025

**Priority:** Community

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

Strategy	
Strengthen WDDS' community presence and profile	<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 were sold. Forty 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. 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>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• The Manager of Employment Services attended a round table discussion with MLITSD focused on improving employment pathways for people with disabilities, understanding current challenges, identifying specific issues within the IES system that may be unintentionally impacting the client journey, exploring improvements and to discuss ways to enhance the IES model to better support people with disabilities and improve their pathway through the system.</li> <li>• WDDS hosted a community Yard Sale and Car Show</li> <li>• WDDS representatives attended a "Level Up" event for students from Grades 7-12 as an agency representing the DS sector</li> <li>• WDDS representatives provided a PD Day presentation to local high schools highlighting services provided by WDDS as well as information on transition planning and the DSO</li> <li>• WDDS representatives attended the Huron Park Service Provider's Fair.</li> <li>• WDDS representatives attended two Parent information Nights at WCI regarding WDDS and the DSO</li> <li>• WDDS hosted a Job Fair. Forty-four (44) people attended.</li> <li>• WDDS representatives provided a presentation to the United Way in regards to a grant application for funding to run a breakfast hub.</li> <li>• WDDS representatives attended the Nonprofit Volunteer Fair in Woodstock.</li> <li>• WDDS representatives attended a job fair in London.</li> </ul>

Strategy	
	<ul style="list-style-type: none"> <li>WDDS has 2,545 followers across social media platforms. A total of 63 posts have been made with at total of 1,193 engagements (likes, shares, comments, messages)</li> </ul>
Build new relationships and deepen relationships with existing community partners	<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/business. 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 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.</li> </ul> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>WDDS's program supervisor with MCCSS provided a presentation to the Board in regards to Journey to Belonging.</li> <li>The Learning and connections programs continue to focus on community. Classes and opportunities/partnerships include Woodstock General Hospital, Woodingford Lodge Retirement Home, Goodwill, Greenhouse Academy, Woodstock Public Library, Badminton Club, Lawn Bowling Club, Movement Church, Crafty Corner Tea Room, St. Paul's Church, Dresses for Orphans, Salvation Army, Oxford County Food Rescue, COBS Bread and VanDyks Greenhouse.</li> <li>WDDS collaborated with Family Services Thames Valley, Hutton House and Community Living London to provide a "Sex and You" workshop in London.</li> </ul>

Strategy	
Engage families and care providers	<ul style="list-style-type: none"> <li>• WDDS hosted A Wellness Fair and Barbeque in June 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 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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• WDDS hosted a Family Network meeting – the DSO and Passport Agencies were invited to share information about their services and the process to access supports.</li> <li>• Regular communication continues to be shared with families in regards to training opportunities, resources and agency updates.</li> <li>• Families and Care providers continue to be informed of and invited to all agency events.</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 2000 hrs were spent on staff development</li> </ul> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• A total of ninety-six (96) people participated in professional development activities during this reporting period.</li> <li>• Mental Health First Aid Training and Applied Suicide Intervention Skills Training (ASIST) continues to be a focus for employees at WDDS.</li> <li>• WDDS continues to offer the DSW Apprenticeship Program</li> <li>• Professional Development opportunities have included training in the following areas: Trauma Informed Grief Assistance Training, Human Trafficking, Navigating Barriers and Creating Solutions, Sexuality &amp; Healthy Relationships, Understanding Substance Abuse, Creating a more inclusive and welcoming community, Creating an Inclusive Organization, FASD, Dementia, Applied</li> </ul>

Strategy	
	<p>Behavioural Training, Autism, Health and Safety, AI and various Training related to Person Directed Planning.</p> <ul style="list-style-type: none"> <li>Fifteen (15) employees attended five (5) different conferences: ODEN, OADD, RSA, ECHO Ontario Adult Intellectual and Developmental Disabilities: Autism and the Developmental Services HR Fall Forum.</li> </ul>
Ensure continuity of leaders through succession planning	<ul style="list-style-type: none"> <li>One 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> <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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>Operational Leader's Training was provided to the entire Leadership team</li> <li>Two (2) new supervisors and one (1) new Manager joined the Leadership Team.</li> <li>The new Director of Finance has successfully transitioned into her role with the guidance and mentorship of the outgoing Director.</li> <li>Fifteen (15) Case Manager's attended training directly related to their role to help increase their understanding of the team lead role.</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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>Regular communication continues to be shared across the organization through e-mail. Information included resources for families and staff, training opportunities, newsletters, upcoming events, holiday messages, news letters, etc.</li> <li>Thirty-seven "Endless Possibilities" stories were shared highlighting people's celebrations and successes.</li> <li>Families continue to be asked, on the annual satisfaction survey, for their input in regards to how they would like to receive communication, how frequently as well as what information they would like to receive.</li> <li>Employees have also been asked for input in regards to how to improve communication on the Employee Engagement Survey.</li> </ul>

Strategy	
	<ul style="list-style-type: none"> <li>• Committee updates are shared at team meetings to keep everyone up to date on the work that each group is doing.</li> <li>• Agency Wide Training occurs twice a year, which provides an opportunity for people to come together to learn and receive important information.</li> </ul>
Strengthen employee engagement	<ul style="list-style-type: none"> <li>• A Wellness Fair and BBQ took place in June. Three hundred and seventy-seven people attended.</li> <li>• A Years of Service Lunch Celebration took place on September 9/2024. 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. 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 more than (20) twenty people attended.</li> <li>• All staff receive 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. In July updates from that summary were shared to let employees know what is currently happening to address some of the trends outlined in the summary as well as next steps. A second survey was sent out in September.</li> <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 Coubrough 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> </ul>

Strategy	
	<ul style="list-style-type: none"> <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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• The Christmas Dinner and Dance “Sapphire Gala” took place on Nov 28, 2024 with almost three hundred (300) people in attendance. There was a small presentation at the beginning of the night to recognize the Ontario Trillium Foundation Employee Engagement Grant at which time Ernie Hardeman said a few words.</li> <li>• The first ever Mal Couchbrough Award of Excellence was presented at the Christmas Dinner and Dance to recognize an employee who demonstrates exceptional dedication and commitment to supporting adults with developmental disabilities. Employees were 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 exhibits unwavering compassion, innovative problem-solving skills and a strong commitment to championing the rights and well-being of those they support.</li> <li>• Employees received a Christmas card with a token of appreciation during the holiday season.</li> <li>• A hot chocolate truck helped everybody kick off the holiday season with a chance to get together for a warm drink and some companionship. One hundred and seventy-five (175) people attended.</li> <li>• A fun Planter Workshop was organized for staff, family and friends to get together for a night of socializing and creating an outdoor winter planter.</li> <li>• Agency Training occurred for all staff. This provided an opportunity for people to come together and learn. Some of the topics included: Power of your Role/Professional Boundaries, Power Struggles, Health and Safety PPE, Compliance, Medication Administration, Back Care and Q-Straint.</li> <li>• Employee Engagement Survey results/updates were shared</li> <li>• All staff were sent a survey to provide feedback in regards to upcoming lunch and learn sessions.</li> <li>• A staff appreciation plan has been developed.</li> <li>• An Inclusion, Diversity, Equity and Accessibility (IDEA) Committee has been formed. They are currently looking at policies, exploring training opportunities that focus on psychological safety and creating an inclusive Organization. Additionally, members have attended training on DEI Surveys and Audits, Understanding Allyship, Unconscious Bias, and how to build Safe Spaces.</li> <li>• Monthly Core Competency Café sessions are shared with all employees</li> <li>• Employees continue to be offered discounts at the Columbia Employee Store as well as at Good Life Fitness</li> </ul>
Strengthen recruitment strategies	<ul style="list-style-type: none"> <li>• WDDS participated in 2 Job Fairs at Fanshawe College in September. 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> </ul>

Strategy	
	<ul style="list-style-type: none"> <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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>After obtaining feedback, it was identified that the current mentoring program needed some improvements. Shadow shifts will continue to occur at different locations during the first month of employment. Training Leaders will be identified and will provide training and orientation during shadow shifts to help on board new hires.</li> <li>Mentoring will take place within the new employees' base location. This will be provided by the Case Manager, or another experienced staff, so that all new hires have easy access to their mentors.</li> <li>WDDS representatives attended a "Level Up" event for students from Grades 7-12 as an agency representing the DS sector</li> <li>WDDS hosted a Job Fair. Forty-four (44) people attended.</li> <li>WDDS representatives attended the Nonprofit Volunteer Fair in Woodstock.</li> <li>WDDS continues to welcome students from various high schools and Colleges. During this six (6) month reporting period, there were eight (8) students who completed their placements at WDDS.</li> <li>WDDS representatives attended a Job Fair in London.</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. 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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>Training has been provided to meet people's needs in the following areas: Mental Health First Aid, Applied Suicide Intervention Skills Training (ASIST), Trauma Informed Grief Assistance Training, Human Trafficking, Navigating Barriers and Creating Solutions, Sexuality &amp; Healthy Relationships, Dementia, Substance Abuse and Autism.</li> <li>Renovations have taken place at two locations to better meet the needs of three (3) young people.</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, Snoozelin Room Training, Sexuality Educator Training, Human Trafficking and Naloxone Training.</li> </ul>



Strategy	
	<p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• As indicated above – training has occurred to cover a number of complex needs: Autism, Trauma Informed Grief Assistance, Mental Health First Aid, ASIST, Dementia, Substance Abuse, etc.</li> <li>• The Planning Champions Committee has been established to build capacity across the organization as it relates to person directed planning. The planning department is current reviewing process to see where improvements can be made to make further improvements.</li> <li>• Training has been provided to some teams in regards to communication tools and will continue to be a focus going forward to ensure people have the means to communicate and be understood.</li> </ul>
<p>Assess WDDS’ programs and services to ensure quality, innovative, and responsive supports and services</p>	<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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>• Satisfaction surveys have been completed.</li> <li>• Group Living – 94% of people using services indicated that they are happy with the services they receive; 100% of family members who completed the survey indicated that they believe that the person they care about is satisfied with the services they receive.</li> <li>• Over all results from people supported in group living were very positive showing that most people feel supported, respected and autonomous. However, a few key areas, like personal access to phone, communication, staffing issues warrant further attention.</li> <li>• Feedback from families of people supported in Group Living, although a low number of respondents, indicates that WDDS is strongly trusted, particularly around care, quality, safety and communication. The data clearly signals a need to improve individual empowerment, daily activity satisfaction and inclusive decision-making.</li> <li>• SIL – 95% of people using services indicated that they are happy with the services they receive and 100% of family members who completed the survey indicated that they believe that the person they care about is satisfied with the services they receive.</li> <li>• Over all, results from people supported in SIL reflects very high satisfaction and autonomy with most questions receiving 89%-100% positive responses. People generally feel well-supported and respected. Areas for improvement in include social connection, safety and emergency preparedness.</li> <li>• Feedback from families of people supported in SIL, although a low number of respondents, indicates that families feel that there is a high functioning and well-regarded support system in place with strong relationships between staff, families and people supported. Areas to look for continuous improvement include perceived staff engagement, empowerment of people supported in decision-making and adaptive support design.</li> <li>• The Goal will be to increase the number of family/advocate responses to get greater accuracy and diverse perspectives to better enable WDDS to identify patterns, tailor supports, and support stronger accountability.</li> <li>• Satisfaction surveys are completed by day services annually. The data reflects a very high satisfaction rate by both participants and their families. Some area/suggestions for improvement include more group activities and more math classes but overall people are very happy with the supports and services they are receiving .</li> </ul>



Strategy	

**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> <p>Oct 1/2024-Mar 31/2025</p> <ul style="list-style-type: none"> <li>The annual review of WDDS's fundraising and grant writing strategy plan, will take place in the first quarter.</li> </ul>