

APRIL 2016 – MARCH 2017 PERFORMANCE OBJECTIVES – ALDAVIEW SERVICES

| CLIENT/RESIDENT PERSPECTIVE: Making Aldaview an exceptional place to receive supports | | |
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| Objective | Measures | Targets |
| To enable clients to identify their support needs/changes in support required, in timely and more accurate ways | <ul style="list-style-type: none"> • All clients will have a Non-Violent Crisis Intervention Model in place, incorporating safe measures, addressing risk and outlining self-help techniques for coping. • Those clients identified as applicable will have a baseline documented for the purpose of tracking onset of dementia symptoms. • All clients will complete a revised safety assessment tool to review current support needs. • Primary Direct Supports will develop new/more efficient ways of communicating and reviewing client information to increase collaboration on support teams. | <ul style="list-style-type: none"> • To have more detailed support plans for all individuals supported • Revise and implement a tool to assess support needs/track changes. • Implement dementia tracking tool • To increase staff responsiveness to support needs by providing increased communication across a team |
| To support clients in making their 'living spaces' feel like home | <ul style="list-style-type: none"> • Measures will be based on client feedback. | <ul style="list-style-type: none"> • Improved appearance of homes internally and externally • Homes blend into neighbourhoods and do not stand out as 'group homes'. |
| EMPLOYEE PERSPECTIVE: Making TCMH an exceptional place to work | | |
| Objective | Measures | Targets |
| To continue to provide on-going opportunities for staff development | <ul style="list-style-type: none"> • Opportunities for self-development • Educations provided • Information provided to staff about self – development opportunities external to Aldaview | <ul style="list-style-type: none"> • To offer both practical tools and knowledge based workshops to staff • To develop a process for staff receiving education/skills training to share resources and knowledge with other staff • Staff provide input into skills/knowledge they would like to acquire. |
| To develop a culture with increased focus around employee self-care and wellness | | <ul style="list-style-type: none"> • To increase awareness about Self Care Core Competency • To provide tools for employees to use to increase self-care • To identify 'mindful' practices within the |

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| | | <p>agency to benefit employees' overall wellness</p> <ul style="list-style-type: none"> To revise current de-briefing processes for employees to increase effectiveness |
| INTERNAL PERSPECTIVE: Our ability to change and improve as a division | | |
| Objective | Measures | Targets |
| To strengthen connectedness between leadership and front line staff. | <ul style="list-style-type: none"> Receipt of suggestions from staff Participation in JSM meetings Staff newsletters sent out Staff participation in focus groups and committees Designated time leadership are available to listen to staff | <ul style="list-style-type: none"> To provide informal opportunities for staff to provide feedback and be heard To involve staff in problem solving To communicate changes and news across the agency proactively Staff are comfortable approaching Leadership. |
| PHYSICAL AND FINANCIAL PERSPECTIVE: How will we ensure that we are sustainable? | | |
| Objective | Measures | Targets |
| To develop and strengthen current recruitment practices | <ul style="list-style-type: none"> New hires Attendance at job fairs Partnerships with colleges and schools (students) | <ul style="list-style-type: none"> To recruit staff with skills and education To share information with potential employees about Aldaview Services |
| To ensure financial sustainability | <ul style="list-style-type: none"> Financial statements Budget | <ul style="list-style-type: none"> Meet 2016-17 financial targets as set in the 2016-17 budget |