



# North Shore Disability Resource Centre

## Quality Assurance Report Summary

April 1, 2016 - March 31, 2017



“Wordle” from Participant and Family Surveys 2016

We acknowledge the ancestral, traditional and unceded Aboriginal territories of the Coast Salish Peoples, and in particular, the x<sup>w</sup>məθkwəy̓ əm (Musqueam), Skwxwú7mesh (Squamish), Stó:lō and səliłwətaʔ/Selilwitulh (Tseil-Waututh) Nations on whose territory we work, live and play.

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## INTRODUCTION

### Who We Are

The North Shore Disability Resource Centre (NSDRC) was established in 1975 by a group of parents, professionals and advocates. This group wanted to create services to ensure that people with disabilities and their families could live in their communities. Since that time, the NSDRC has continued to expand both its mandate and services. We continue to work to ensure that people with disabilities have the opportunity to participate actively as contributing members of society. We are committed to working toward a community that is free of physical, financial and attitudinal barriers.

### Our Mission

*Working for a community for all.*

### Our Values

- We recognize the value of each person
- We believe we all have the same rights
- We believe family and friends are important
- We believe in the value of people working together
- We believe diversity enriches the community

The NSDRC Annual Quality Assurance Report tracks the results of our program outcomes and services. The information and analysis is used to highlight areas of strength and identify areas requiring improvement. The Annual Quality Assurance Report is part of the NSDRC's continuous quality improvement program.



***NSDRC Live 2016 – show opener Jeff Stanfield Band, Headliner - Comedian Brent Butt, and the NSDRC Live 2016 Volunteers***

## ACCREDITATION

### What is Accreditation?

Accreditation is a process that demonstrates a provider has met standards for quality of its services. CARF (Commission on Accreditation of Rehabilitation Facilities) establishes these standards to guide providers in offering their services. CARF also uses the standards to evaluate how well a provider is serving people and how it can improve.



The North Shore Disability Resource Centre was successful in achieving a three-year accreditation certificate with CARF in April 2004, February 2007, August 2010, October 2013 and November 2016 for our Infant Development, Community Based Services and Supported Living Programs. The 6<sup>th</sup> CARF Survey takes place in 2019.

## QUALITY ASSURANCE

### What is a Quality Assurance Plan?

We ask – we listen – we document – we change – we ask again.

A Quality Assurance Plan is a system used to ensure we are always improving our programs and services.

### How do we do it?

We do it by listening to and acting on feedback from all our stakeholders (everyone involved with the agency on an ongoing basis).

### Who's responsible for Quality Assurance?

Everyone! We are all responsible for asking people how we are doing and recording things they say and making sure we follow up. The North Shore Disability Resource Centre participants, their family and friends, our employees and volunteers and the broader community forward suggestions, recommendations or requests to the appropriate person to handle the feedback.

### When and how do we ask?

There are many ways we ask for feedback and ways we use the information provided:

- Person Focused Plans
- Recommendations
- Exit and follow-up interviews
- Advisory Committees
- Focus Groups
- Community Meetings
- Satisfaction Surveys
- Risk Management Plan
- Business Improvement Plan
- Strategic Plan
- Operational Plans
- Funder requirements

## **NSDRC QUALITY ASSURANCE PLAN FOR 2017-2018**

The NSDRC began collecting formal program outcome information in 2003. Since then, we have refined our surveys and determined other ways to collect information and feedback about our programs and services such as online surveys, hand delivering surveys, individual interviews. Families, individuals, employees and external stakeholders report that we have improved our communication. Most importantly, we have enhanced our services to better meet the expressed wishes of the Participants.

As a result of information gathered and analyzed we have:

- Maintained the personal planning processes for the Participants
- Continued to meet goals established by individuals and their families
- Continued to assist Participants with employment opportunities
- Increased our employee feedback and engagement
- Increased employee training and growth opportunities
- Maintained employee recognition
- Increased family and advocate satisfaction across all areas

The 2016 Satisfaction Survey demonstrates that the NSDRC has maintained or improved engagement and ratings across several areas as noted in this report.

Listed below is a summary of the NSDRC 2017 goals for increased satisfaction, as suggested by the level of satisfaction reported in the 2016 survey. These goals were designed by input from Advisory Committees, participants and various formal and informal methods.

**Participants and their Family/Advocates;** in both our Community Based Services and Residential Programs, the NSDRC areas of focus for 2017 are:

- a) ensure that participants know that their voice is heard
- b) ensure employees' focus remains on NSDRC participants and their planned activities

**Employees;** the NSDRC area of focus for 2017 is to increase the employees' reported levels of empowerment to take initiative in their daily work.

**Stakeholders;** the NSDRC area of focus for 2017 is;

- a) increase stakeholder engagement
- b) increase the number of stakeholder responses to the NSDRC Satisfaction Survey to a minimum of 10 completed and returned.

**Infant Development Family Members;** the NSDRC areas of focus are;

- a) a completed Satisfaction Survey in 2017
- b) an increase in the number of completed Satisfaction Surveys by the attendees of the playgroup.

## SATISFACTION SURVEYS

We launched our 2016-2017 Satisfaction Survey in March 2016. The Quality Assurance Committee handed out cards in staggered timelines. Each quarter we focused on one of the four categories we survey: Family and Advocates, Employees, Participants, and Stakeholders.

Based on feedback from respondents and the increased number of completed and return Surveys, the Quality Assurance Committee reports:

- a) The use of the NSDRC Satisfaction Survey cards for the third year in a row has proven to be an effective tool to engage an increased number of NSDRC stakeholders from all categories.
- b) Quarterly staggering of the release of categorized Satisfaction Surveys has resulted in an increase in the number of responses.
- c) Overall, Stakeholders from all categories of service generally remain highly satisfied with the services and supports they receive from the NSDRC.

### Overall Satisfaction of Survey Results Summary:

#### **Participants of Community Based Services:**

- 95% no change from 2015/2016

#### **Participants of Residential Services:**

- 92% decrease of 8% from 2015/2016

#### **Family and Advocates:**

- 100% no change from 2015/2016

#### **Infant Development Program:**

- A satisfaction survey did not occur this year.

#### **Employees:**

- 99% increase of 2% from 2015/2016

#### **Stakeholders:**

- NSDRC received 1 Stakeholder survey - 0% negligible returns

For more information on the NSDRC's Quality Assurance Plan or Accreditation process, please contact Liz Barnett, Executive Director at [lizb@nsdrc.org](mailto:lizb@nsdrc.org) or 604-904-4086.

### From the Participant & Family Satisfaction Survey



### From the Employee Satisfaction Survey



## NSDRC 2016-2017 QUALITY ASSURANCE COMMITTEE

The NSDRC Quality Assurance Committee met 9 times in 2016-2017. The committee consists of 6 members; two Program Directors, two Program Managers, one Participant and one Administration Manager, we are always accepting new members. The purposes of our meetings were to review and debrief; the previous year's QA Planning Day, the previous year's satisfaction survey, CARF Standards and changes and to develop and present the annual Quality Assurance Planning day on March 30, 2017. The planning day was well attended as 58 program participants, staff and family members gathered together at the newly built Lynn Valley United Church.

The NSDRC Quality Assurance Committee members presented a **“Back to Core Values” training** day which included: review of NSDRC/CARF November 2016 survey results, NSDRC Core Values, we screened the new *NSDRC Reducing Barriers* video, then we invited guest speakers Richard MacDonald, a self-advocate and Karen De long, Inclusion BC, Director of Community Development, to present a video produced by Inclusion BC “Road to Inclusion”. We also included a game of Silent Word Bingo with “Inclusion” being the theme.



We asked attendees to complete a short competency quiz at the end of the presentation as well as complete and submit an evaluation form of which we received 32 responses (55% of attendees).

- The value of the information to your work?  
**Average rating = 4.78 of 5 (96%)**
- In terms of new information?  
**Average rating = 4.35 of 5 (87%)**

The overall ratings given on the evaluation forms told us that, of the people who responded to the evaluation, the Quality Assurance Day was very successful in offering new and valuable information.

### The NSDRC Silent Word Bingo with the theme “Core Values and Inclusion”

The Quality Assurance Committee created “Silent Bingo” game sheets distributed to each of the tables. Attendees were asked to dab a word on their Bingo Card whenever they heard that word throughout the presentations of the day. All words related to the theme of the day of “Core Values and Inclusion.” Attendees could participate if they chose to. Prizes were awarded at the end of the training day for completed “Bingo Cards”.

## **NSDRC PROGRAMS AND SERVICES**

The NSDRC has a longstanding and positive reputation in the community for providing the best possible services, as well as a range of person centered options for individuals and families. The organization's services are well known, well established, and support individuals and families lifelong. The NSDRC utilizes partnerships and collaboration to achieve the best possible results for individuals and families on the North Shore.

We work to ensure that people with disabilities can participate actively as members of the community. The North Shore Disability Resource Centre (NSDRC) provides programs and services based on the belief that healthy vibrant communities are inclusive communities, free of barriers to participation.

We directly serve over 350 individuals through our residential and community based programs. Our Information and Advocacy Program receives over 1,400 calls a year and provides programs and services to people with disabilities, their families, friends and networks on the North Shore.

To learn more about the North Shore Disability Resource Centre's services or programs visit our web site at [www.nsdrc.org](http://www.nsdrc.org) or call 604-985-5371. Our office hours are Monday to Thursday 9:00 am to 3:00 pm, Friday 9:00 am to 1:00 pm.



***Celebration cheers to the opening of 4 one bedroom affordable and accessible apartments in Mill House in January, 2017***