

Year 3 Strategic Plan Report Card

Every year, Brantwood Community Services sets work plan goals and activities that align with our 5 year Strategic Plan. At the end of each year we evaluate how we did. The following report card shows areas we have been working on and how we did over the last year.

What do the grades mean?



THUMBS UP: We met our goal and have a pretty good handle on things.










We did OK: We either met the goal, but didn't do as well as planned but feel like we're on the right track.



We're working on it! We didn't meet the goal, and we still have some work to do.



What We Wanted to Do	Our Grade	Comments
Service Enhancement:		
Increase opportunities for different service options.		Converted GH space at 95 Tollgate to SIL. Completed renovation for new apartment at Centre. Exploring new housing opportunities with CMHC and Habitat for Humanity. Use of technology to promote independence.
Increase respite offerings and provision of emergency respite.		Moved respite away from people's homes to the Inn. Responded to multiple community respite emergencies. Opened Inn on Strawberry Hill every weekend plus 6 weeks of Summer Escape (3 weeks with overnight)
Sustain Work-Abilities Program		Ontario Trillium Grant funding ended. Sustaining Grant application unsuccessful.
Position the Recreation Therapy Centre as a community resource.		Created on site Community Hub with Alzheimer's Society, Brain Injury Services, Lansdowne's KCI, Twin Lakes & Brantwood and rebranded as the "Abilities Centre". Implemented online registration via my.communityhub.ca. Acquired new paint, parking spaces, flooring, signage, furnishings & equipment.
Integrate PCT (Person centred thinking) principles throughout the organization in ELP planning and training.		44 new DSP's trained in PCT. 2 Supervisors completing PCT Trainer Certificate. Nursing team integrated with physicians and DSP's to provide holistic person-centered supports. New PCT goal outcomes include new friendships, volunteering, privacy enhancements, skill development, medication self-administration, use of technology to enhance communication with family and independent living.
Community Outreach		
Increase engagement with families, community and people supported.		Successfully held 20 recruitment fairs that attracted people to come work at Brantwood. Provided training to 18 families "Successful Parents/Happy Families: 12 Strategies for Stressful Times". Satisfaction Surveys – positive feedback. Strawberry Social enjoyed by 98 attendees. Website and social media traffic increased. Implemented monthly Family Resource Group.
Increase capacity to meet needs of PwDD with complex high needs		New DSP night float position created. Senior Staff chairing local and regional planning tables. Developing opportunities with CMHC – National Housing Strategy.

		Enhanced our knowledge on use of technology in delivering supports.
Capacity Development		
Enhance communication across Brantwood to ensure <ul style="list-style-type: none"> planning consistent supports problem solving recognition 		Regular staff supervision meetings. Executive Director Weekly News. Weekly recognition of staff in social media. Feedback from focus groups informed scheduling pilots. Implemented succession plan with new finance department model Use of Share vision modules in all non- residential support locations. Implemented recommendations from the 2017 Canadian Non Profit Employer of Choice Award (NEOC). Awarded 2 nd consecutive Canadian Non Profit Employer of Choice Award for 2018.
Enhance HR communication to ensure consistency and partnership with Brantwood employees.		Transitioned to electronic pay stubs and T4's. Booster sessions offered to support CARM. Significantly enhanced culture of recognition across the organization. Trained all employees in Conversations that Matter.
Improve recruitment and selection processes.		Participation in community based job fairs to access untapped labour market using NEOC and DS HR Provincial Marketing Tools. Recruitment and orientation processes more efficient. Member of Workforce Training Board. Core Competency Provincial Lead. Staffing levels stable.
Effective Training and Development		Open Future Learning –on line learning available to all. “Coach Approach” Management Training. “Coaching Conversations” Training for DSP's. Safety Care Booster Sessions. Invited outside agencies to training resulting in network development for Supervisors Evaluated MOL and PHSA modules – no platform to support it and our system better meets needs' Strengthened medication training. External partner organizations participated in Brantwood's Management Training. Conference/Training in Palliative Supports, Safety Care, Inclusive Communities, Dual Diagnosis, HR Strategy.
Diversify Funding Streams		Submitted RFP for back office support. – Not successful. New - Sharing office and programming space with Alzheimer's and Brain Injury. Providing some back office support. Foundation secured funding to enable renovations at the Inn.
Enhance capacity of IT to secure against loss of data and cyber attacks		Use of the Cloud. Security audits/software upgrades/KnowBe4 services to safeguard/protect external threats. Implemented recommendations arising out of security audits. Hardware and software upgrades
Develop service performance and outcome metrics as basis to assess and report on organizational effectiveness.		Achieved 100% MCCSS Compliance. Decision made to pursue CARF Accreditation by March 2020.