



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






We did OK: We 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:		
Develop and enhance alternative housing options		<ul style="list-style-type: none"> • Approval to duplex Bell Lane Group Home to reduce the risks of COVID-19. • Successful transition of a person supported on pressures list from home to 24hour supports. • Honoured request for two family members to live together.
Develop innovative support solutions in response to COVID-19 pandemic		<ul style="list-style-type: none"> • Abilities Centre distributed survey to families: 64% of respondents were concerned about safety; 60% preferred community based supports and; 86% reported an immediate need for supports. • NEW PROGRAM – Community Connections providing outdoor supports in the person's neighbourhood that is individualized and provided respite/break for families. • Established a COVID-19 Staff Advisory Team that developed outdoor activities/options for people supported to ensure safety and wellness. • Provided technology and IPAD supports for 9 families to maintain connections while physically apart. • Provided Emergency Respite to support community crisis.
Protect the health, safety and wellbeing of people supported against COVID-19		<ul style="list-style-type: none"> • Researched, developed and implemented 100+ COVID-19 procedures. • Procured over 60,000 surgical masks for Brantwood and community partners. • Stabilized and recognized skilled workforce. • Supported outdoor visits and virtual connections including provide IT support to families. • Advocated and secured local vaccine prioritization for people supported and staff delivering essential services. • Selected as IPAC Hub Champion for congregate care settings to build sector capacity. • Established and trained an Outbreak Team including RPNs and dedicated Supervisor. • Zero (0) cases of COVID-19

Community Outreach

Facilitate and grow the Brantwood supported Parent Resource Group.		<ul style="list-style-type: none"> Increased monthly meetings to bi-weekly virtual meetings throughout the Pandemic. 2 new families joined. Parents Resource Group participated in the website redevelopment by providing feedback on needs, wants, and functions.
Increase program offerings with Abilities Centre partners		<ul style="list-style-type: none"> Abilities Centre Leisure Guide redeveloped to delivery over 100 free virtual classes. Community Connections: delivered over 600 hours of 1:1 supports in place of congregate day programs.
Redesign website to be responsive to users' needs.		<ul style="list-style-type: none"> Laurier User Experience Design Intern reviewed 30 Sector websites and completed journey stories with people supported, families, and staff. Board ShareVision portal developed and launched.

Capacity Development

Support Brantwood team members throughout the pandemic		<ul style="list-style-type: none"> Provincial advocacy efforts to support the Pandemic Premium and Wage Enhancement for staff delivering essential services throughout the pandemic. Heroes Work Here sign campaign to raise profile of DSPs, the hidden heroes of the pandemic. Launched LifeWorks, an enhanced 24/7 employee portal, to provide staff with full life supports. Provided equipment and support for administrative staff to work remotely. 24/7 Leadership support, staff cohorting, reallocated resources utilizing RPNs and Seating to support residential services and celebrations including Frontline Friday campaign.
Develop new connections to access an untapped labour market ensuring staffing level stability		<ul style="list-style-type: none"> New partnership with Laurier University – User Experience Program. Partnered with St. Leonard's Community Services to launch Virtual Job Fairs. Addition of 4 students to complete placements including Community Connections and Virtual Class development.
Implement service-based goals measuring individual and program outcomes		<ul style="list-style-type: none"> 70 people received supports to maintain connections through virtual visits, virtual parties, and letter writing. Supported over 150 outdoor visits during COVID. People supported to maintain wellness through trail walks, community walks, bike rides and visits to the airport and train stations. Health supports delivered and maintained through RPNs, at home medical appointments and virtual health appointments.