

**2015/2016 Annual Report  
of the  
Quality Review and Planning Committee**

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Chairperson: Cheryl Glousher  
Members: Evelyn Fowler, Mary Gregg, Sharon Creighton, Bill Pfannenstiel and Joan Winter  
Resource: Rosemary Foran, Mary Lamb and Cris Reed

The Quality Review and Planning Committee monitors the delivery of services to individuals involved with Adult Services and ensures the Agency is in compliance with all necessary rules and regulations from the Ministry of Community and Social Services. The Coordinator of Adult Services provides regular updates on staffing; Residential Services, SIL, Activity Centre and Employment Support Programs; professional development; requests for service and relevant Agency activities. The Executive Director reports on operational issues; Employee/Employer Relations; Health and Safety and strategies of the Ministry of Community and Social Services and the Ministry of Children and Youth Services, Community Living Ontario, OASIS and various regional Committees.

Approximately 141 individuals received support through Adult Services Programs, including Supported Independent Living, residential/24-hour accommodation, day support and employment and volunteer opportunities.

Professional development opportunities offered to Staff assist in providing quality service and specialized care to individuals receiving support. Some sessions are offered annually, such as First Aid and CPR; CPI; WHMIS and Fire Safety. Other sessions offered included Emergency Preparedness; Grief and Bereavement; Diabetes education; Personal Boundaries and Street Safety; Healthy Eating and Life Style; Back Care; Fetal Alcohol; Advanced Behavioural Training, Social Role Valorization; Mental Health First Aid; manual lift training; generator training and several specialized sessions specific to people's needs. We are grateful for the continuation of videoconferencing capability as it has proven to be an affordable resource for Staff and community members to participate in training sessions and meetings.

Staff continue to assist individuals to achieve personal goals as identified in their Person Directed Plans. Goals are short and long term, including: obtaining employment; developing healthier lifestyles; attending concerts, plays and sporting events; shopping trips and vacations.

The Committee of Location Health and Safety Representatives met regularly during the past year. Their work included a review of the Occupational Health & Safety Document and Section D of the Policy & Procedures Document and subsequent recommendations for change; planning a Wellness Day for all Agency Staff; completion of monthly Workplace Inspection Reports; and review of the Agency's RACE Tool (Hazard /Risk Registry). Representatives also participated in training for reporting of critical injuries and investigation of incident/accidents.

The Agency renewed its membership with Community Living Ontario and OASIS as a way to stay informed and involved with efforts in advocating to the Ministry and provincial government and the challenges facing service providers and individuals receiving support. Local memberships allow staff to take advantage of community resources and training opportunities.

I would like to take this opportunity to thank Committee Members and Resource Staff for their commitment and ongoing support.

Submitted by:

Cheryl Glousher, Chairperson.

