







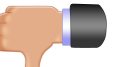


Respiteservices.com

What We Wanted to Do	Our Grade
Make sure lots of families and workers registered on respiteservices.com	

Satisfaction Levels

What We Wanted to Do	Our Grade
Make sure satisfaction levels were high with persons served in each program	
Make sure our community partners were happy with our services	

Business Stuff

What We Wanted to Do	Our Grade
Reduce employee sick time	
Reduce staff injuries	
Keep up with staff training	
Reduce our long-term costs owed to employees	
Have a fast emergency Manager response system	
Keep our computer network up and running	

What is accreditation?

Being accredited means that we are keeping up with the best practices in our field, and are maintaining strong service, health and safety, and business standards.

A team from CARF last visited us in 2013, and we received a three-year accreditation, the maximum possible. The report from this team is on our website. Another team will be visiting us late in 2016.

Where to Get More Information

More information is available in the agency's Quality Improvement Report. This report also has a number of CLKD's plans, such as how to keep on top of technology and accessibility issues.

You can get a copy of the Quality Improvement Report by contacting Jeff Harrison at (613) 546-6613, ext 285, or jef-frey.harrison@clkingston.ca

All of this information can also be found in the Accreditation and Quality Improvement section of our website: www.communitylivingkingston.org.

Our quarterly newsletter will also have a Quality Improvement update section in each issue to let you know how we're doing.

Outcomes Report Card 2015-16

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Community Living Kingston and District is a CARF-accredited organization

What is this Report Card?

Every year, Community Living Kingston and District sets goals to try to make ourselves better. We collect all sorts of data to try to see how we are doing.

Every year, we put together an Quality Improvement Report with all sorts of information and statistics about how we did with our goals. However, this report can sometimes be very detailed and complicated.

This report card is an attempt to let people who are important to us know how we did, but in an easier format.

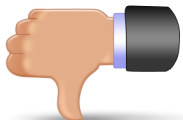
What do the Grades Mean?



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 last year or we just missed the goal but feel like we're on the right track.



Thumbs down: We didn't meet the goal, and we have some work to do

Residential Services

What We Wanted to Do	Our Grade
Make sure that people were connected to people not paid to support them	
Decrease medication errors	

Community Inclusion Programs

What We Wanted to Do	Our Grade
Make sure that participants have ongoing work (paid or volunteer).	

Respite Services

What We Wanted to Do	Our Grade
Make sure the house at Arbour was used frequently	

Supported Independent Living

What We Wanted to Do	Our Grade
Make sure that everyone supported is working on a life skill to help them be more independent	

Child Care Resource Consultant Services

What We Wanted to Do	Our Grade
Get families into service quickly once they've been referred	
Make sure that few children with disabilities are prevented from being attending child care centres	

Family Support Program

What We Wanted to Do	Our Grade
Get families into service quickly	

Family Home Program

What We Wanted to Do	Our Grade
Make sure that Family Home arrangements were long-lasting	

Gananoque Services

What We Wanted to Do	Our Grade
Make sure that everyone supported is working on a life skill to help them be more independent	