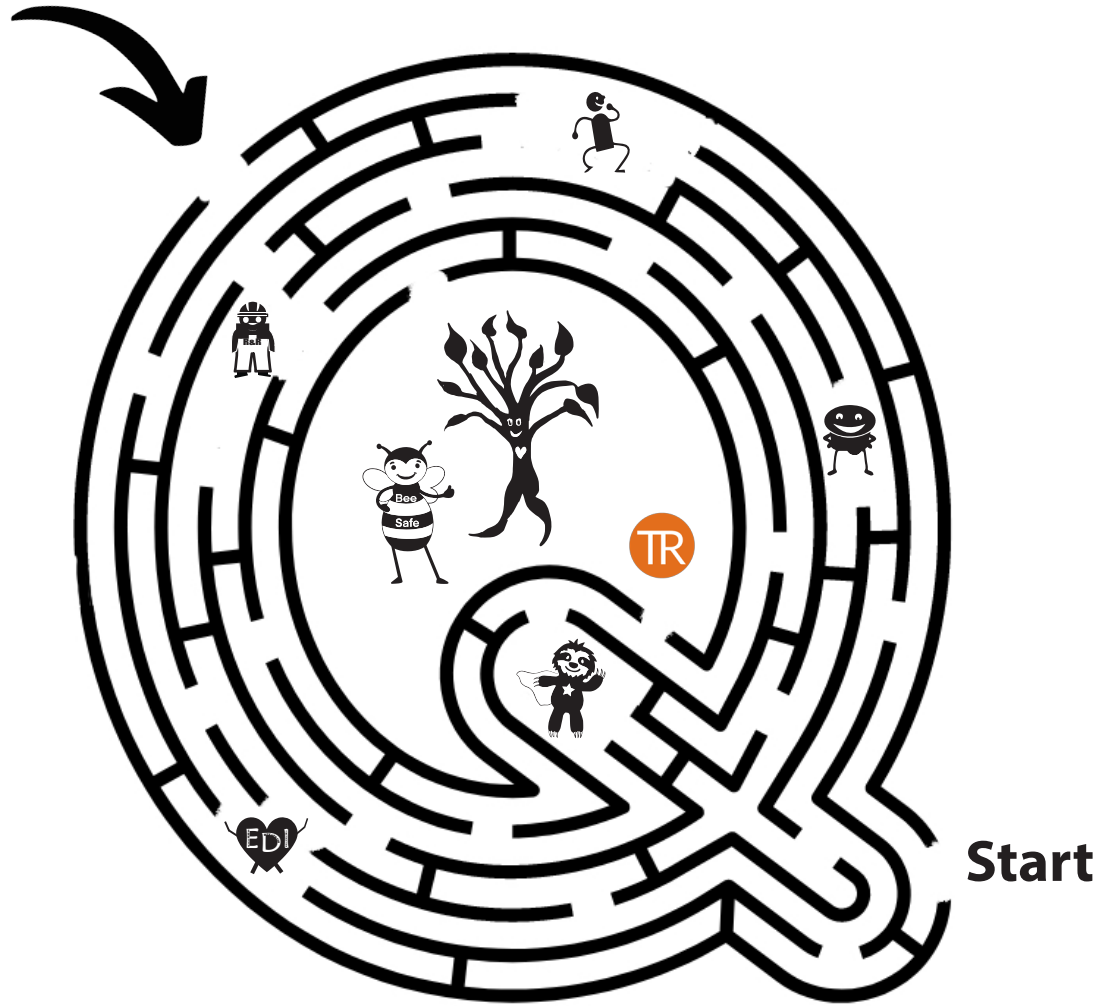


Organizational Excellence



community
SERVICES

Quality Quest

Arty



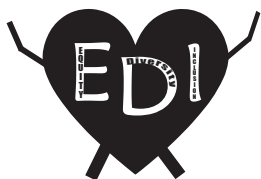
Accreditation
Readiness Team

Bee



Occupational
Health & Safety

Edi



Equity Diversity
& Inclusion

Ricky



Risk & Remedy

Super
Sloth



File Review



Truth &
Reconciliation

Ted



Training &
Development

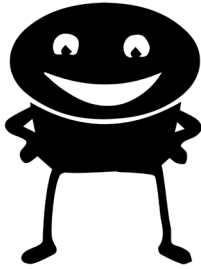
Willow



Wellness

Performance Quality Improvement is our Quality Quest for Organizational Excellence

PQI Operational Procedures:

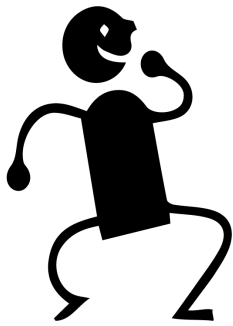


Arty
Accreditation Readiness Team
art@comservice.bc.ca

Community Services is committed to maintaining and continuously improving every aspect of the organization. We do this by investing in an organizational culture that promotes participation, uses a variety of tools to collect and analyze feedback data and seeks solutions, which best achieve the society's Mission and Purpose; we call this our Quality Quest.

What is a PQI Quality Quest?

On a continuous QUEST for EXCELLENCE Community Services fosters an organizational culture of innovation, evaluation, learning, inclusiveness and fun. It's recognized that everyone connected with the agency has an important role to serve in PQI. This includes the Board of Directors, clients, their family members, staff and volunteers. Stakeholders such as donors, community partners, funders, service clubs, contractors and business associates also have an important role in PQI.



Ted
Training & Development Committee
td@comservice.bc.ca

Committees are the backbone of our Quality Quest. The committee structure includes: Risk & Remedies, Occupational Health & Safety, Wellness, Training & Development, Equity Diversity & Inclusion, Truth & Reconciliation and File Review. Committee members represent all program areas and locations with touch-points throughout all levels of the organization.

A few examples of these touch-points include:

- Onboarding day for new staff with interactive presentations from each committee.
- Accreditation training days with committee presentations for on team building and information sharing.
- Committee presentations for staff training events



Edi
Equity, Diversity & Inclusion Committee
edi@comservice.bc.ca

Communication and messaging of PQI is made easier by each Committee represented by a persona or symbol and then creatively use this symbol in staff emails, information graphics, training events and annual reports. Committees also serve a key role in: Monthly PQI meetings, where the PQI chairperson leads the overall Quality Quest.

What is the PQI purpose and what does it do?

PQI meetings are productive and fun meetings that ensure information is being shared throughout the organization and that a variety of ideas are generated when responding to survey data or queries. These meetings are also a great way to continuously promote the organization's values and PQI culture with agenda items that promote team cohesion, communication, improvement, in-put and fun. The Executive Director and Senior Leaders of the organization support the PQI chair in fostering an engaging atmosphere of PQI ensuring that all of the Quality Quest's active components and aligned to the organization's overall Strategic Business Plan.

The PQI committee Chairperson, in consultation with the Senior Leadership Team, coordinated the monthly PQI meetings using a standard meeting template within MyCommittee software. The PQI chairperson, and the Executive Assistant, use MyCommittee for electronic notifications, meeting minutes and documents.

The PQI Committee Chairperson or designate creates a summary of the meeting which is distributed with the meeting minutes along with posting information for all staff on the shared G-drive.

Examples of what happens at PQI meetings include:

- Review and respond to committee reports
- Review and respond to staff engagement survey data
- Brainstorm improvement ideas such as new technology, agency events
- Welcome new staff and hear program highlights and gaps

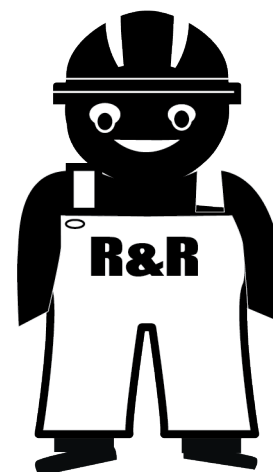
How are staff involved in the Quality Quest?

Absolutely everyone has a meaningful role in how Community Services strives for excellence. PQI and the Quest for Quality isn't about perfection but rather it's about striving for improvement. We learn about improvements by being innovative, collecting data, listening to feedback and developing fun and engaging ways that support a PQI culture throughout Community Services. Here are some examples of how staff and volunteers are participating in PQI the Quality Quest:

- Participating in staff training and giving feedback on your experience.
- Completing the staff engagement surveys
- Recognizing a peer as a Community Star
- Completing a Risk and Remedy
- Supporting an agency Fund Development event
- Sharing Agency information on social media
- Joining a Committee
- Using program feedback and data to make service improvements



Willow
Wellness Committee
wellness@comservice.bc.ca



Ricky
Risk & Remedy
Committee
riskmgt@comservice.bc.ca

Does the Quality Quest involve others?

Community Services continually seeks in-put and feedback from everyone (all stakeholders) who are involved with the organization. This important list of stakeholders includes: clients, their family members and caregivers, funders, community partners, donors, volunteers and even the general public. Here are some examples of the tools that we use to collect and feedback:

- Satisfactions surveys
- Outcome surveys
- On-line, website feedback questionnaires
- Complaints and suggestion box forms
- Focus Groups
- Annual General Meetings
- Participation in strategic planning sessions
- Participation in program presentations
- Community Awareness events

How is the Board of Directors involved in the Quest for Quality?

As a registered charity and non-profit Society, Community Services is governed by a volunteer Board of Directors. The Board of Directors are responsible for the oversight and evaluation of the Executive Director and then the Executive Director is responsible for day-to-day operations of Community Services, The responsibilities of the Board of Directors are designed for organizational excellence and include: approving policies, examining risks, overseeing financial investments and strategic planning.

The Board of Directors support the Quality Quest and PQI in the following ways:

- Monthly Board meetings that include: financial statements and budget approval, PQI updates, program highlights, fund development, complaints etc.,
- Approval of Committee Reports
- Acceptance of Executive Director reports
- Participation in Strategic Business Planning, Staff Orientation and Events
- Acceptance of Annual Reports such as Risk Management, Fund Development & Human Resources.
- Approval of the Financial Audit



Bee

*Occupational Health
& Safety Committee*
ohs@comservice.bc.ca



Super Sloth

File Review Committee
filereview@comservice.bc.ca

In addition to governance that occurs at monthly Board meetings, the Directors promote connection and appreciation by participating in Community Services events such as: building scavenger hunts, staff appreciation activities, fund development events, donor recognition etc.

How do we know that we're on the right path for improvements?

What tools do we use? What data do we collect?

PQI and the Quality Quest rely on a wide variety of tools and systems to collect the maximum amount of feedback so that we can make the most informed, unbiased and best decisions for Community Services.

For programs and services, it's important to hear directly from our clients and we use a variety of surveys to collect their feedback on their general satisfaction and impact of the program.

We also customize the outcome measurement tools to adapt to particular client characteristics. For example:

- Senior serving programs may use telephone surveys rather than electronic surveys
- Foundry uses a tablet for confidential electronic feedback
- The Club often uses peers to assist with potential literacy barriers
- Pictures or graphics are also used for cognitive barriers

All programs and departments collect feedback and input from a variety of sources and this data helps drive overall excellence. For example, data is collected from:

- Program Logic Models
- Program Annual Reports
- Annual budgets and Financial Statements
- Measures of Promotion and Marketing such as website and social media
- Program Q-Cards
- Human Resources Annual Report, Priorities & Impact
- Fund Development Annual Report, Priorities & Impact
- Committee Annual Reports

A great deal of program specific information is collected on an annual basis using Program Logic Models and Annual Program Reports. These tools provide real-time data that we compare to program success indicators to not only measure progress but also areas of strength or perhaps gaps and improvements to be made. Aggregate information is presented in the form of Quality Cards (Q-Cards) and shared during PQI meetings, Board meetings etc.



*Truth and Reconciliation
Committee*
TruthandReconciliation@community-services.bc.ca

The Truth and Reconciliation Committee works together to create learning opportunities for the agency to understand the truth of Canadian history with Indigenous Peoples while moving the agency forward on its reconciliation journey.



Program reports also provide an opportunity to highlight a program’s success story. The story is written to protect confidentiality such as altering the age or gender of a participant and the story is shared as part of the AGM and Fund Development and Marketing.

What sets the Quality Quest Direction?

Although organizational excellence is the overall direction of the Quality Quest, the organization’s values of compassion, community, excellence, growth & respect truly capture how we show-up and deliver services in the community. The specific directions are laid out in the Strategic Business Plan. Community Services uses the strategic planning process and subsequent business plan to strengthen and build organizational capacity, measure its progress toward achieving goals and objectives, evaluate operational functions and identify opportunities and mitigate risks.

Ultimately all aspects of the organization’s PQI efforts and Quality Quest align with the Strategic Business Plan and support the Mission Statement.

