

**Accredited with  
EXEMPLARY Standing**

**CANADA 150 grants  
for community**

**FCSS continues to  
host bi-weekly  
Family Swim**

**FCSS Office has Designated  
Handicap parking**


**Clients using Programs & Services**

**Community Events :** 20 events attended by 2000 community members (ex. CFR, dinner theatre)

**Income Tax:** 350 files completed

**Community Home Care:** 203 clients; 26,068 hours of care provided

**Lifeline:** 88 clients protected for emergency response

**Community Home Support:** 82 clients received over 2,100 hours of subsidized support for house-cleaning

**Tools for Schools:** 26 children received supplies; \$1232 spent

**Community Garden:** 28 families grew food on their plots

**Meals on Wheels:** Total of 1140 meals served to up to 10 clients /month

**Fall Clean-up:** 9 yards of elderly community members winterized

**Free fax, photocopying, resource help utilized daily by community members**

<u>Comparison 2016 to 2017</u>	<u>2016</u>	<u>2017</u>
Community Events Held	13	20
Meals of Wheels - avg # of client/month	15	10
Field Staff employed	23	31
Tools for School - children receiving supplies	28	26
Programs offered or jointly funded	37	39
Home Support - clients served	96	82
Lifeline clients	100	88
Home Care - clients served	205	203
# of volunteers all programs & events	218	652
Income Tax - files completed	355	350
Hours of training provided to field staff	410	524
Community Events Participants	1400	2000
Volunteer hours all programs & events	2148	13,383
Home Support- hours of support provided	2500	2103
Ponoka FCSS Website Hits	2771	3376
Home Care - hours of care provided	24,222	26,068
\$ Back to Community	102,000	151,000

*Some of Our  
Volunteers &  
Board Members*



**Staff:** Office 12      Field Staff 31      Total In-House Field Staff Training Hours: 524

**13,383 volunteer hours related to FCSS programs from 652 volunteers**

**Community Dollars**

**\$101,000 back to the community of Ponoka in grants and support combined**  
**Additional \$50,000 funds allocated to eligible FCSS projects/programs**

**The Numbers Tell the Tale...**

3,376 Ponoka FCSS Website visitors, 545 followers on Facebook with a reach of 4053 in one month

11,800 people saw a FCSS tweet with employment-related tweets having the highest engagement

30 Programs directly offered or hosted by FCSS Ponoka; 4 indirectly offered programs; 5 programs jointly funded

Over 5000 participants in all programs

FCSS funded, mentored and tutored 5 staff to become certified HCA's through Norquest College!

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### *Strategic Area #1: Appropriate & Skilled Staff that Feel Safe & Supported - as reported by Worklife Pulse Survey February 2017*

#1: understand what is expected of me in my job	Goal 90%	Result: 97% agree or strongly agree
#2: given enough time to complete tasks	Goal 90%	Result: 92% agree or strongly agree
#7: have materials, supplies & equipment needed to do job	Goal 90%	Result: 97% agree or strongly agree
#18: senior management committed to provide high-quality care	Goal 95%	Result: 100% agree or strongly agree
#23: safe workplace	Goal 95%	Result: 94.4% agree or strongly agree
#25: most days my work is not at all or somewhat stressful	Goal 85%	Result: 89% agree or strongly agree

#### *New Initiatives:*

- ◆ Expanded Working Alone Plan
- ◆ Updated Code of Conduct & Ethics
- ◆ Developed Recruitment & Retention Plan

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### *Strategic Area #2: Excellence in Governance & Organizational Practices*

- ◆ 86% of Board Members agree or strongly agree that performance measures tracked provide good understanding of organizational performance

#### *New Initiatives:*

- ◆ Reviewed & revised vision, mission, values & strategic plan
- ◆ Developed Operational Plan 2017-2019
- ◆ Developed Integrated Quality Management Framework
- ◆ Developed business continuity & succession plan

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### *Strategic Area #3: Quality Services & Programming: Area A: enhanced home care client safety & quality*

◆ staff wash hands & information available to encourage others	Goal: 95%	Result: 85% agree or strongly agree
◆ staff meet monthly hand hygiene monthly audit standards	Goal: 100%	Result: 100%
◆ clients knowingly received fall prevention information	Goal: 95%	Result: 89%
◆ % of medication errors made by staff per total MAP clients per quarter	Goal: 6%	Result: 0.6% - 4.5%

#### *New Initiatives:*

- ◆ Quality Improvement Plan expanded
- ◆ Developed facility emergency response plan
- ◆ Developed client safety plan

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### *Strategic Area #4: Client/Community Focused Services - as reported by Client Satisfaction Survey August 2017 (% agree or strongly agree)*

◆ Clients indicate FCSS staff aware of community social needs	Goal: 95%	Result: 81%
◆ Clients are satisfied with services provided by FCSS	Goal: 100%	Result: 100%
◆ Clients indicate FCSS staff knowledgeable about other services available	Goal: 100%	Result: 91%
◆ Clients indicate easy process to follow for compliments & concerns	Goal: 100%	Result: 81%

#### *New Initiatives:*

- ◆ Prepared Communication Documentation Plan
- ◆ Provided fall prevention strategy equipment to vulnerable population