Accredited with **EXEMPLARY Standing**

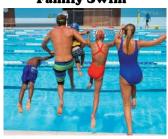
ACCREDITED WITH **EXEMPLARY STANDING**

ACCREDITATION AGRÉMENT





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

99.1%

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

Comparison 2016 to 2017 2016 2017 13 20 Community Events Held Meals of Wheels - avg # of client/month 10 15 Field Staff employed 23 31 Tools for School - children receiving supplies 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 2000 **Community Events Participants** 1400 Volunteer hours all programs & events 13,383 2148 Home Support- hours of support provided 2500 2103 Ponoka FCSS Website Hits 2771 3376 Home Care - hours of care provided 24,222 26,068 102,000 151,000 \$ Back to Community

> 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!

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 **Goal 85%** #25: most days my work is not at all or somewhat stressful Result: 89% agree of strongly agree New Initiatives: **Expanded Working Alone Plan Updated Code of Conduct & Ethics** Developed Recruitment & Retention Plan 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

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

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

$\ \ \ \ \ \ \ \ $	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:

New Initiatives:

Quality Improvement Plan expanded

Developed facility emergency response plan

Developed client safety plan

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