

Objectives	Work Steps	Accountability	Reporting Frequency & Recipient	Completion/ Review Dates	Metrics	
Strategic Direction # 1: Commitment to Service Excellence						
1.1	Utilization of best practices, evidence-informed practices and research to ensure high quality programs and services	<ul style="list-style-type: none"> Revision of current Quality Improvement Plan to ensure inclusion of work steps as outlined below: Ensure participation in 3rd party research projects that successfully pass JMCC's research screening tool for relevance to children's rehab sector. Ensure that the JMCC Knowledge Transfer Committee adds a specific focus on evidenced-informed practices. Ensure linkage to and utilization of best practices development such as OACRS Best Practices Committee, OACRS Clinical Services Network, OACRS Outcome Measurement Project, etc. Ensure tie-in to best practices related to clinical efficiency and effectiveness. Ensure clients and families participate in the establishment of service goals and plans as applicable. Develop and implement a comprehensive client satisfaction survey plan that is inclusive of all programs and services. 	Quality Committee	Quarterly to Board Annually to Board Annually to Board Annually to Board Annually to Board Annually to Board Quarterly to Board	Fall 2012 Ongoing Ongoing	<ul style="list-style-type: none"> Board approval of the revised Quality Improvement Plan inclusive of goals and the required fiscal/human resources Quarterly updates on status of implementation and results Report on participation in 3rd party research projects Report on utilization of evidence-informed practices Report on utilization of best practices and outcome measurement Report on utilization of efficiency and effectiveness mechanisms for enhanced client outcomes Report on level of client and family participation Receipt of survey plan Report on results of individual surveys indicating level of client/family satisfaction Update regarding compliance with the survey plan with information related to any variances if applicable.
1.2	Successful attainment of accreditation by 3 rd party accreditation body	<ul style="list-style-type: none"> Prepare a review of the two potential accreditation bodies, Accreditation Canada and Commission on Accreditation of Rehabilitation Facilities, inclusive of their associated processes, costs, resource requirements and benefits to JMCC with a recommendation regarding the preferred option. Following the Board's approval of the specific accrediting body, development of a detailed work plan to guide the accreditation process inclusive of required resources, critical timelines and deliverables. Provide quarterly updates on the progress associated with the accreditation work plan. 	Quality Committee	Quarterly to Board	Fall 2012 Fall 2012	<ul style="list-style-type: none"> Board approval of an accreditation organization and authorization to commence the accreditation process Board approval of the Accreditation Work Plan Update regarding compliance with approved work plan along with information related to any variances if applicable.

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1.3	Pursue opportunities to enhance the capacity of staff to contribute to the successful attainment of the strategic objectives.	<ul style="list-style-type: none"> Foster an optimal work environment that is healthy, supportive and promotes wellness and work/life balance Equip staff with the required knowledge and skills by providing access to the appropriate training and education Cross train staff to ensure the efficient and effective use of resources in a manner that will enhance organizational capacity Recruit and retain a highly skilled and engaged workforce Optimize opportunities for staff input and feedback Enhance effective and timely communication with staff 	Executive Committee	Quarterly to Board	Commencing Winter 2013	<ul style="list-style-type: none"> Compliance with recommendations from the Health and Safety Committee Implementation of initiatives recommended by Wellness Committee Review of funds allocated per staff member for required training and education in addition to onsite training provided Review feedback from staff on access to appropriate training Reports on the status of cross training initiatives and the impact on organizational capacity and staff satisfaction Report on staff recruitment and retention levels Report on staff feedback related to effectiveness of communication
Strategic Direction # 2: Enhancing Responsive And Effective Communication And Ensuring Engagement With Clients, Families, Parents, Staff And Volunteers.						
2.1	Ensure the meaningful engagement of key stakeholders inclusive of: Clients Families Alumni Staff Volunteers	In partnership with the JMCC School Authority: <ul style="list-style-type: none"> Develop a standardized engagement strategy plan template that can be customized for the unique needs of respective stakeholder groups. Develop a work plan for engagement of key stakeholder groups inclusive of required resources, critical timelines and deliverables. Implement the Stakeholder Engagement Work Plan. Develop reports on the outcomes from the respective stakeholder engagement initiatives with recommendations for implementation. 	Executive Committee	Quarterly to Board	Fall 2012 Winter 2013 Commencing Spring 2013 Ongoing	<ul style="list-style-type: none"> Board approval of the standardized engagement plan template Board approval of the Stakeholder Engagement Work Plan Update regarding compliance with the approved work plan with information related to any variances if applicable Review of respective stakeholder group outcome reports and implementation strategies related to recommendations
2.2	Expand current volunteer base	<ul style="list-style-type: none"> Review current volunteer recruitment and retention strategy and make recommendations on mechanisms to enhance. 	Executive Committee		Fall 2012	<ul style="list-style-type: none"> Board approval of plan to enhance current volunteer strategy
Strategic Direction #3 Sustaining and strengthening partnerships & strategic alliances						
3.1	Sustain and strengthen a pro-active strategy with service partners and key other organizational alliances	<ul style="list-style-type: none"> Identify and support strategic relationships with local and provincial organizations with a key focus on partnerships that support the service continuum, most especially the transition of clients to the adult services sector. Highlight the impact of these intentional strategic relationships on the Board's achievement of their strategic objectives. Identify the role that JMCC's new facility is having on partnerships and alliances in the achievement of agency specific and system wide goals. 	Executive Committee	Annually Annually Annually	Ongoing	<ul style="list-style-type: none"> Reports on the status of partnerships and strategic alliances and their role in the successful implementation of the Board's strategic plan. Annual overview of partnerships and strategic alliances in light of achievement of JMCC strategic objectives. Report on the utilization of JMCC's facility by external agencies and partner organizations.

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4.4	Development of a public awareness campaign	Development of an awareness strategy plan that includes: <ul style="list-style-type: none"> • Strategies to increase the profile of the Centre • Client/family testimonials • Key messages • Engagement of alumni as ambassadors • Utilization of technology • Inclusion of awareness strategies previously identified in the Fundraising Plan • Required human and fiscal resources 	Ad-Hoc Communications Committee	Monthly Board meetings	Winter 2013	<ul style="list-style-type: none"> • Approval of the public awareness strategy • Updates on status of compliance with the plan and information related to variances if applicable.