Person-Centered Excellence Accreditation:
Long-Term Plan

What's Our Dream *(Goal you want to set)*	**Where It's From** (Priority Indicator it's based on)	**Why It's Important** (The effect on your organization)
Individual Connections *Our dream is to ensure that everyone we support has at least one non-paid person in their life that they can rely on we do this by building individual and community connections.*	- 4.a.1. – The organization helps people to meet and stay connected with friends, family, spiritual connections, and romantic relationships - 4.c.1 – The organization gives people information, education and training about their own situation, services and supports available, and whether or not they are eligible - 4.b.2 – People have the opportunity to be contributing members of society	- sense of belonging - full life; people are valued - overall health and wellbeing - rights (i.e. housing) - people are heard - educating the community - "why are we here?" - increasing awareness - decrease staff turnover - higher quality of service (i.e. if community members collaborate) - efficient connections within the community

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ACTION steps to outcome	PEOPLE carrying out	EVIDENCE we will collect	DEADLINE for completion	SUCCESS is measured by
Celebrate a total of 30 active Belonging Brant groups (citizens) where people we support since inception of plan.	- *Belonging Brant Team* - *Media and communications Coordinator* - *Axiom News* - *Media contractors*	- Continue to create and promote podcasts that tell the stories of community connections shared through social media channels	- Spring 2024	- Creation of total of 30 BB groups - Updating of a preliminary master asset map - Digital map of stories through Axium news - 1 "stories" Jane Walks May 2024 celebrating our stories from Oct 2020 - Creation of 5 additional podcasts and

				maintain podcast platform /archive and promote.
Transition staff and self-advocates from "doing for" to "done by" people supported through participatory learning and reflective conversation.	- *Belonging Brant Collective* - *Community experts and consultants* - *Community Living Brant Provincial ABCD Collective.*	- Meeting data/reflections - Participation in training and community engagement (5th Annual ABCD Symposium , Peter Pula , Janes Walk etc.) - Story collection and sharing using a variety	- Spring 2024	- Increase staff and self-advocates' understanding of the shift to the "by" space by 25% - Total Creation of 20 stories in the "By" space

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		of social media channels - Have self- advocates lead the conversation and collective action - Provincial ABCD Circle present at CLB Conferences		
Folks supported by Community Living Brant are involved in neighbourhood associations.	- *ABCD Collective* - *Individuals involved in neighbourhood connecting*	- Service activities on AIMS - Recording of stories and shared using social media	- Spring 2024	- Creation of 5 stories of neighbourhood belonging

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	channels and used in staff training	
What's Our Dream *(Goal you want to set)*	**Where It's From** (Priority Indicator it's based on)	**Why It's Important** (The effect on your organization)
Community Connections *Our dream is to ensure that everyone we support has at least one non-paid person in their life that they can rely on, we do this by building individual and community connections.*	- 4.a.3. – The organization works with other service providers as well as other community organizations that don't provide services, and helps people get connected with all of those organizations and the people who use them. - 4.b.1. – People have the opportunity to share experiences with, offer ideas and to help others. - 4.b.4. – The organization has connections with other community organizations which help people to connect with one another, make friends, and advocate for change.	- sense of belonging - full life; people are valued - overall health and wellbeing - rights (i.e. housing) - people are heard - educating the community - "why are we here?" - increasing awareness - decrease staff turnover - higher quality of service (i.e. if community members collaborate) - efficient connections within the community

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Integrate community partners into various Community Living Brant summits and think tanks for the following: - *Smooth life transitions with Families and Sibling groups*	- *Identified planning partners, CLB staff (including PCP facilitators), identified individuals and stakeholders connected to the individuals*	- Person centered plans - AIMS service activities - Records of completed summits and think tank sessions	Spring 2024	- Successful advocacy actions that result in positive change to 1 youth and 1 senior priority area - 2 Certified internal trainers in Dementia - 2 Cases Studies

Integrate community partners into various Community Living Brant summits and think tanks for the following: - *Housing* - *Co-housing* - *Pathways*	- *External stakeholders connected to the FASD collaborative, Children's Aid and others* - *CLB CSS director, supervisor and direct support staff for identified persons* - *PCP facilitators and identified youth*	- Person centered plans - AIMS service activities - Documented person-centered planning meetings - Harvest Housing Summit Peter Pula	Spring 2024	- Creation of 2 innovative housing solutions for youth with FASD - 1 Housing Summit - 1 Housing Community of Practice - Community of Practice FASD /Pathways Kenora - 6 New partners added to overall agency work in this area - 12 New Person-Centered Plans

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Integrate community partners into various Community Living Brant summits and think tanks for the following: - *Technology*	- *Identified CLB mentor/technology specialists* - *Community partners and citizens invested in change through technology* - *Axiom News*	- Discovery of or creation of a shared platform for technology reviews to be used by folks using the technology and partners	Spring 2024	- Axiom News engagement with 20 staff and self-advocates - Transition from Zoom portal to Microsoft Teams - Regular streamed lined newsletter and communications - Website revamp - AIMS training of all staff

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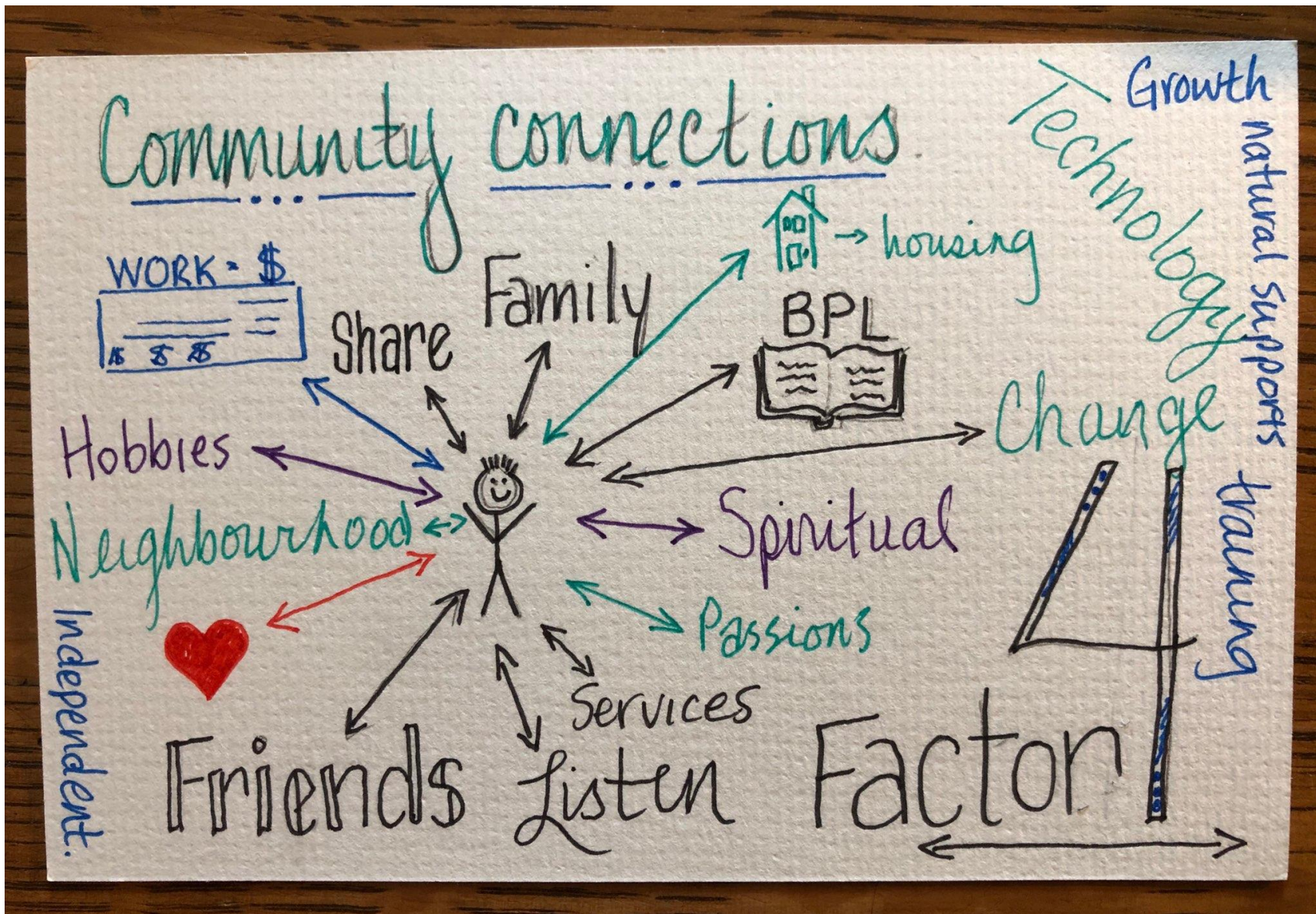
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Strong Stable Supportive Workplace	5A, 5C	greater mental health, staff feel valued, retain good staff, less staff turnover, prevent burnout, consistency for supports, provides continuity and security.

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Explore ways to create greater consistency in supports. However, consistency means flexibility within each individual team. Address consistency while maintaining individual supports.	Supervisors/Hiring committee	Focus group, think tank, staff matching, break the silo's and pod creation	Spring 2024	Continuity and security focus group results
Increasing/Monitoring job satisfaction through the implementation of identified strategies through the initial collection of data.	HR Supervisor BA group 7 DEI Staff Engagement Committee	Embed survey tools into committee /meeting and engagement activities. Retention stats based on Sector and Geographic	Spring 2024	Increase staff retention by 5 percent over 2021 Exit interview form/ process updated with best practices so it adds

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	Media and Communications Coordinator Self Advocates	averages from Workforce reports.		capacity to our retention activities .
Improve Communication Agency Wide through the revamping of the wellness committee, regular news letters, listening to everyone's voice through focus groups , D.E. and I Audits.	Quality Support Consultants Safety Audit Committee Outcome interviewers Health and Safety Staff Engagement Media and Communication Coordinator Hr Supervisor Belonging Brant Peter Pula	calendar for regular staff engagement, and appreciation events	Spring 2024	continuity and security, 12 final and circulated newsletters. staff survey of appreciation events improves. Wellness Committee Alignment and training of new Wellness Certifications such as Mental Health First Aid Trauma Informed and Mental Health Leadership

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				Psychological Safety Work plan from Health and Safety Committee Psychological Safety Policy finalized Policy Policy for Working for Workers Act
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Adapting the process of Person Centered Planning for everyone; to ensure belonging. By making the plans living, improving on communication about the plan through training, resource and creative process.	2A – Planning is Person Centered 2D – Planning is responsive to changing priorities, opportunities and needs	The Person Centered Plan helps people move forward which reflects within Community Living Brant and in turn everyone is moving toward their best life.

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Communication: Resource, Creative/Art Across Silos - *Sep/Employment team are PSP experts and go-to team.* - *Share Video of Person Centered Planning in Surge* - *Continue Training from Wise*	*PCP SEP and Employment Lead team Quality Support Consultants Sibling Network*	-Share video with Networks externally -Share our PSP work with other Organizations	Spring 2024	-12 new PCP created - 4 additional staff trained as PCP - Outcome Interview data shows increased outcomes achieved for folks who have plans.

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				-Creation of marketing materials for PCP , JOB Coaching and Carving for Fee for service
Living Plan - *Revise CLBrant ISP and Outcomes Support Plan (identify spiritual and cultural practices, social mapping) to integrate creative and formal techniques* - *Reviewing the plan cycle to increase engagement and accountability* - *Utilizing plans to capture people's assets and sharing with new staff*	*PCP Working Group* *Quality Support Consultants* *Supported Employment* *Self Advocates* *DEI Committee* *Mending the Chasm Consultants*	-examples of the new plans -Examples of ways they are being used for new staff Link DEI work /Audit with our PCP Self Advocates invited to DEI Education and Dialoges	Spring 2024	We will have an increase in the outcome people choose their goals Increased number in outcomes statistics seen in Outcome interview and AIMS for folks who feel their spiritual and cultural practices as supported and explored in a safe space

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Training - *Train the trainer* - *WISE* - *Team Based Training Approach with our emerging PODS*	*The Accredited HAS Trainers* *Supervisors* *Sep and Dunn Team* *WISE PCP team*	-A developed PCP training for various departments completed.	Spring 2024	1 train the trainer certified in house in any PCP Plan created to have 1 staff on each team knowledgeable to complete PCP from start to finish. PCP in new staff orientation Opportunities for graphic harvest, art based and visual plans
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