



Quality Improvement Report Card 2025



Every year, Community Living Dryden-Sioux Lookout sets goals to try to make ourselves better. We collect a variety of data to try to see how we are doing.

This year we put together a Quality Improvement Report with information and statistics about how we did with our goals. However, this report can sometimes be incredibly detailed and complicated. This report card is an attempt to let people who are important to us know how we did, but in an easier format.

Gold Medal:	We did OK:	We're working on it:
 We met our goal and have a fairly good handle on things.	 We either met the goal but did not do as well as last year or we just missed the goal but feel like we're on the right track.	 We did not meet the goal, and we have some work to do

	What we wanted to do	Program	Grade
Goal	➤ Find out the percentage of people who accomplished at least 1 goal within a year • People Supported set and accomplished meaningful personal outcomes based on their wishes.	Bridge to Community	
		Community Accommodation	
Comment	➤ Training all staff on person centered approaches and tools. Updating the annual ISP to gather more information about the person supported. ➤ Tracking and documenting goals in order to better measure successes. ➤ Making POMS a requirement to talk about at monthly team meetings.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	➤ To reduce the number of critical incidences in the people we support • This includes those that use emergency services such as police, ambulance, and mental health services.	Bridge to Community	
		Community Accommodation	
Comment	➤ Staff continue to work with individuals newly accessing services with extreme traumas and mental health issues. ➤ We continue to work with community partners and put in place protocols to mitigate risks. ➤ Ongoing education and training for staff and partners. Continuous review and adjusting protocols with Emergency Medical Services help us to do so.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	➤ Manage staff absenteeism • Help to ensure support is consistent • Staff have better work-life balance • Staff have tools to manage their wellbeing.	The programs that were included in the analysis were Community Accommodations, Bridge to Community, Supported Independent Living.	
Comment	➤ Continue implementing tools and awareness on how to manage well-being. Many of these efforts are being led by the Wellness committees. The agency committees are working on implementing activities and events to promote more awareness around well-being and work-life balance.		

	What we wanted to do	Program	Grade
Goal	➤ To transition age youth (TAY) into services within 18 months of eligibility	Bridge to Community	NA
		Community Accommodation	
Comment	➤ We had 4 TAYS transition into services for 2025, which is slightly better than 2024. CLD-SL remains committed to partnering with other organizations to help people access services quicker and smoother. Our intake department has been adjusted and strengthened, resulting in a more robust intake process. This has helped things run more smoothly, with increased reach-outs, stronger	Supported Independent Living	

	connections, and improved communication with people, families, community partners, and stakeholders. We will continue to educate the community, family members, and stakeholders on the process of receiving services. Great gains have been made through conferences such as Navigating New Horizons and Bridging the Gaps, which have helped create awareness and build stronger pathways into service.		
		Life Share	

	What we wanted to do	Program	Grade
Goal	➤ Deliver services that people we are supporting are satisfied with based on the percentage that say they have positive interactions with their staff.	Bridge to Community	
		Community Accommodation	
Comment	➤ This year we measured results of this goal by department with inperson or digital survey. ➤ We created a process in which we can engage more people supported and gather more feedback. We are working on this still. ➤ This year we sent out our first survey to family members.	Supported Independent Living	
		Life Share	

	What we wanted to do	Program	Grade
Goal	<i>Health and Safety:</i> ➤ To ensure staff health and safety and reduce injuries and lost time.	Business Function	
Comment	➤ Maintained from the previous year. We continue to find creative ways to keep people working by utilizing the 'Stay at work, return to work' policy, which assists in decreasing lost time.		

	What we wanted to do	Program	Grade
Goal	<i>Human Resources:</i> ➤ Increase the number of staff who complete the survey (2x per year)	Business Function	
Comment	➤ The survey took longer than expected and overlapped into 2026.. We wanted to reach as many staff as possible. ➤ We continue to educate staff on the importance of participation and feedback.		

How Many People Did Every Program Support?

Program	
Bridge to Community	111
Community Accommodations	33
Life Share	5
Supported Independent Living	66

Where Can I Get More Information?

- This report card does not show everything that we have worked on this year; We have a report that has *a lot* more detail; which is called our **Quality Improvement Report**
- We also write plans every year. We write plans to work on accessibility, risk management, technology, and other things.
- We also have a long-term 'Strategic Plan' for Community Living Dryden- Sioux Lookout. This is all in the Quality Improvement Report as well.
- If you want a copy of the Quality Improvement Report, you can find it on our website: www.cldsl.ca