



QUALITY ASSURANCE & PLANNING NEWSLETTER

EDITOR: JEANNE JEWELL JULY 2021 #1 EDITION

Quality Assurance is a way of preventing mistakes and avoiding problems when delivering supports & services to individuals; As the new Quality Assurance and Planning Manager part of my job is to ensure that CLFFD operates in compliance with all applicable government legislation and the accreditation process

This is my first newsletter to update everyone on the exciting news in my new position as the Quality Assurance & Planning Manager. I hope to complete a newsletter each month to keep everyone up to date on the exciting progress we are making at CLFFD. I look forward to working with everyone!

I am currently conducting random annual review/audits to ensure that each person-centered planning process is meeting the goals of the individual within the mandate of Quality Assurance Measures & CLFFD, by reviewing the ISP & goals, which will continue throughout the year. I will be rolling out Person-Centered Planning training for all CLFFD employees soon!

* I will be looking at all policies and procedures, to ensure they are up to date & relevant

* I continue to be on the Rights Restrictions Committee & hope to hold a meeting this fall

* I am Responsible for the intake process, gathering all relevant information, and coordinating implementation process, as circumstances dictate

* I Plan with and provide support to individuals and their families who are entering CLFFD's support system

* I am responsible for working with DSCIS & declaring vacancies & accepting referrals for/from Developmental Services Ontario & maintaining accurate records in DSCIS

I am happy to announce that we will be picking up where we left off on the Accreditation process, using FOCUS Accreditation. This means that we will be completing all requirements related to pursuing the accreditation process and work with all employees to ensure comprehension of accreditation standards

Stay tuned for more information on FOCUS Accreditation, as it progresses. If you have questions, please reach out to me, as the process unfolds

I am responsible for overseeing the serious occurrence reports for CLFFD. This means that when you complete an incident report on an individual, I receive a copy of it & I determine if it meets serious occurrence guidelines & submit to the Ministry on behalf of CLFFD. If you have questions about this process please let me know

I would be happy to answer any questions that you may have about Quality Assurance & Planning or include items of interest on these topics in this newsletter each month. Please reach out to me at 274-5556 ext #235 or @ jjewell@clfortfrances.com