

Annual General Report 2011 / 2012

Performance & Quality Improvement Report 2011-2012

Performance and Quality Improvement (PQI), is an on-going internal process through which we review our policies, procedures and processes to ensure that we continue to meet or exceed the standards set out by the Council on Accreditation. We continue this important work to ensure that we are always striving to improve the services that we provide to the people we serve.

One of the significant areas of focus for the Agency in 2011-2012 was our focus on diversity. We saw the need to both increase the number of staff members who speak languages other than English and also to ensure that all of our staff members have a greater understanding on the impact of diversity issues on our relationships – with clients, with each other, with the community. The Agency provided an all day training to all staff on diversity issues and also significant training for the diversity committee to help educate them on issues of diversity and how it impacts each one of us both personally and professionally. The Agency also joined the AMSSA (Affiliation of Multicultural Societies and Service Agencies of BC). This has provided the Agency with access to information on diversity issues and also a place to post open positions thereby attracting candidates from diverse backgrounds. The Agency has prioritized language skills in its hiring and can now offer clinical counseling services in Farsi, Korean, Spanish, Cantonese & Mandarin as well as services to our I hope clients in Farsi, Arabic and other languages.

Our Healthy Workplace Committee has been very active this year in ensuring that health and safety issues around the office are addressed in a timely manner. Each month members of the committee tour our facilities and make note of any potential facilities issues that need to be addressed. Any incidents are documented and reviewed and, when necessary, improvements are implemented. The Healthy Workplace committee also plans events and celebrations, coordinates our annual United Way campaign and helps ensure that the office is an enjoyable as well as safe place to work.

We also continue to monitor the good work that we do here at the Agency by the use of Outcome measures. Through the continued increase in the use of Outcome measures, we can monitor the effectiveness of our services throughout the Agency.

The Agency's well-functioning Performance and Quality Improvement (PQI) team continues to review the Agency's work, look for trends, suggest improvements and participate fully in helping us meet our goal of a connected community where people care for one another.



Caring for our Community

101-255 West 1st St.
North Vancouver, BC
V7M 3G8

www.familyservices.bc.ca