



Continuous Quality Improvement Projects

KidsAbility places the highest priority on client safety, and the quality of services provided to children, youth, and their families. We are committed to demonstrating quality service consistent with attributes of a high performing organization. One of the ways we strive for this excellence is by each KidsAbility team completing a Continuous Quality Improvement project every year. In 2019, projects focused on **Client and Family Centered Care**, **Clinical Excellence**, and **Organizational Excellence**. Each project followed the Plan, Do, Study, Act model of quality improvement. At the completion of the project, teams used their project data, survey findings and observations to determine whether the project made a significant contribution to enhancing quality. Teams then decided whether to adopt, adapt, or abandon the change. Look at all the amazing quality work our teams accomplished this year:

The Client Information team improved our reporting for the new Early Years and School Years programs.

The Cambridge Early Years team decreased wait times by improving their booking processes.

The Kitchener Early Years team enhanced our community connections by providing coaching therapy to our clients at Sunbeam lodge.

The Waterloo Early Years team created an information kiosk in the Resource Center, filled with brochures to assist families.

The Facilities team refined the training for our Customer Service Representatives so they can better serve you.

The Finance team made our financial reports more informative.

The Firefly team implemented Behavior Support Services at all sites.

The Guelph team enhanced staff knowledge of safety and emergency procedures.

The Intake team now offers Resource Center appointments to all families.

The IT team installed more environmentally-friendly printers at all sites.

The Leadership team made the booking and use of space more efficient.

The Specialized Services team made the ACS content on our website more informative and user-friendly.

The SPOT team strengthened our partnerships with early learning educators by aligning their work with the Ontario teaching curriculum.

The Human Resources team updated all the Health and Safety Orientation presentations and made them available on our website.