

## Strategic Huddle: Improving Quality Assurance

### HUDDLE TOPIC: CJ GOES ON A CRUISE

By Justin Radstake

This year's strategic operating plan includes work to improve how we do Quality Assurance (QA). While Quality Control responds to issues after they arise, Quality Assurance is proactive—good QA sets things up ahead of time to make quality both easier to do and easier to measure later.

**Quality Assurance is about valuing people by making sure supports are delivered as promised—every time.**

### CJ's Cruise Goal: A Story of Good Planning

**CJ**, who lives on Joys Road in Ottawa, had a goal. He wanted to take a **river boat cruise on the Rideau River**. His love for new experiences and the outdoors, especially in the warmer months, made this a great goal for CJ. Together with various staff support, CJ updated his personal plan to include this goal, his strengths, and resources (such as Passport funding). CJ and his staff also listed the tasks needed—including finding cruises, buying tickets and going on the cruise. Everyone was keen to help CJ go on his cruise as planned!

Together CJ and his staff began following the plan and by October 2024 he completed his goal. He enjoyed the cruise so much that CJ asked staff, ***“When can I go boating again?”***

### QA in Action: Built into Every Step

Things were set up ahead of time for CJ's staff to do good Quality Assurance at every step. The team supporting CJ at Joys Road in Ottawa described the following steps that helped achieve success:

- Completing the questions well in CJ's Personal Plan made it easier for staff to complete CJ's Passport Planning Tool.
- Doing both the Personal Plan and the Passport Planning Tool well made it easier for the staff to put the goal, activities, and resource information into AlayaCare.
- Putting things well into AlayaCare made it easier for the staff to schedule and assign tasks for those activities towards the goal.
- Completing assigned tasks as scheduled made it easier to reach the goal.
- Updating tasks that used Passport made it easier for CJ to know how much he was spending and had left.
- Finally, when CJ went on the cruise, it was easy for the staff to mark the goal as 'completed' with all the tracking completed along the way.

**CJ's staff could now demonstrate to others that we did what was promised!**

### Results: Confident, Compliant, and Prepared

At Karis, we do Program Assessments to help us measure both what we're doing well and what we can improve. These internal audits also help us get ready for outside reviews by the Ministry and other groups.

Last fall, CJ's team scored very high during their Program Assessment. This assessment, done by other Karis staff, showed that the Joys Rd. team was on time with their scheduled tasks! It also showed how the team did a great job tracking people's goals and the actions taken to reach those goals!

# PROMOTING COMMUNITIES WHERE EVERYBODY BELONGS

Because the team kept up with their quality activities all along the way, they were also ready and confident for outside reviews like the Ministry visit and the FOCUS Accreditation review.

## A Story of Shared Success

This journey demonstrates how quality means **honoring each person's goals while meeting organizational standards**. CJ's plan was fully supported and executed with diligence, tracking, and accountability—reflecting excellence in everyday work and readiness for future reviews.

It's a success story for CJ—and a clear example of how Quality Assurance processes enrich both individuals and teams at Karis Disability Services. These results reflect the thorough and consistent practices for delivering services as promised.

### CONVERSATION:

1. From the story above, what are some of the steps that CJ and the Joys Rd. staff each took to help the cruise be a success?
2. What activities did CJ's team do along the way to be ready to show they did what was promised?

### TEAM CHALLENGE:

- **Today, as a team, take action!** Discuss what Quality Assurance looks like as you support people in either pursuing their goals or part of daily activities.

### GOING DEEPER:

1. Everybody checks in at the **next team meeting!** Did you discover another way that Quality Assurance is built into the process of supporting people?
2. **Celebrate** growth this month! Stories of people who use our services, and meet their goal with team support, are encouraging stories to share with others (if the person is willing). With their consent, email [socialmedia@karis.org](mailto:socialmedia@karis.org) or the social media Champion in your district so we can celebrate their success together!



Valuing  
People



Fostering  
Belonging



Serving  
Others



Celebrating  
Gifts