

**Justin Radstake, Manager of Quality Assurance**

We've been talking a lot more about quality lately at Karis Disability Services: about what it means, and how best to track and monitor it. For Karis, our standard for quality is shaped by our faith foundations. For example, did you know the first quality inspection happened at the very beginning of the human story?

*"God saw all that He had made, and it was very good." (Genesis 1:31)*

From the beginning, God pauses to reflect on the goodness of what was made. It reminds us that review and reflection on quality (or asking, "is this good?") are woven into the fabric of faithful work.

As we unpack what quality means at Karis Disability Services, what if we understood quality not just as a score or a standard, but as a way of caring? What if we saw it as stewardship?

**What Stewardship Looks Like**

Stewardship is about caring well for the work that's been entrusted to us. That includes valuing and caring for the people we support, the relationships we build, the resources we manage, and the commitments we make (both to each other within Karis, and to other people and agencies). It's not just about doing things right—it's about doing the right things, with care and intention.

Christian scriptures remind us: "Each of you should use whatever gift you have received to serve others, as faithful stewards of God's grace in its various forms" (1 Peter 4:10, NIV).

Whether you're supporting someone with their morning routine or with their goals and actions, documenting your support and notes in AlayaCare, or undergoing an assessment or audit, if you are following policies and procedures and are intentionally caring for others around you, you are using your gifts faithfully to serve others, and that's what good stewardship, and good quality, look like.

**A Real Example of Stewardship**

I recently joined the Service Standards Managers from Central district for a program assessment visit at a group of townhouses on Harding Avenue in Toronto, Ontario. From the beginning of the visit, the team showed that they valued their work, even while dealing with the "everyday" challenges that make things busy. As we visited each home, the team showed that they took care in maintaining each one. Beyond

that, the team was intentional about sharing the goals and activities of each person on vision boards in each of their spaces.

At the time, this team completed 93% of their tasks listed on reports in Karis Compass, including all reviews and training for employees and the people using services, different inspection activities (hot water checks, Personal Plans etc.). During the visit, a few of the people living at Harding enjoyed greeting their visitors and sharing about what made them happy. The team's efforts meant better care and support for their preferences, needs and goals.

That's what stewardship looks like. It's not always flashy or perfect. It's about being faithful with what's in front of us.

You can learn more about another story of excellence, CJ's story, in our recent huddle: [Click here.](#)

### Why It Matters

Sometimes we think of "quality", "outcomes" and "compliance" as different things. But, at its core, quality is not just a scorecard, and it's not just supporting people to achieve their goals. Quality is about *ALL* the people who care about what we do. It is also the systems that we build to value and care for people in a way that reflects God's "very goodness" in the everyday.

It's about planning for excellence. We're doing more than just getting ready for an audit or meeting a standard. We're building habits of trust. We are valuing people, fostering belonging, serving others and celebrating gifts.

It's not always big or exciting. Most of the time, it's just showing up, doing what we said we'd do, and doing it with care.

That's stewardship. And that's what good quality looks like.

### Making the Connection

- What do you think of when you hear the word, "stewardship." Is it something that you've thought much about?
- How do you see quality showing up in the everyday work of your team?
- What helps you stay intentional in your support?
- Where could you use more support to care well for the work entrusted to you?