



MAY 2024

AN UPDATE FROM OUR EXECUTIVE DIRECTOR, JENNIFER LESLIE

As we get close to the end of Year 1 of our strategic plan, focusing on the three main goals of **Service Excellence, Quality of Life and Employee Experience** is moving CLSMA in the right direction.

The Quality Assurance Committee is using feedback from people supported and families to develop criteria for measuring service excellence and drive continuous improvement. Feedback from an employee survey in February is now available both in a summary and also in full on the All Staff google drive. The internal planning project is looking at quality of life for people using services through goal setting and building strong staff teams.

More detail on strategic plan progress will be shared at the upcoming **CLSMA Annual General Meeting on Monday June 17**. Everyone is welcome!!

A key ingredient for community is connection and there will be lots of ways to connect over the next few months! **Come and celebrate 20 years of Create A Smile walks on Sunday June 2**. This event began with the love and dreams of one family and has positively impacted the lives of many people in our community. **Another food truck event**, this time with some cool treats, will help us ease into summer. Look for the details further into the newsletter. I hope to see all of you there!

As always, I am forever grateful to this amazing association of people supported, families, employees and volunteers! There is so much we can accomplish together!!

EMPLOYEE ENGAGEMENT SURVEY RESULTS

70%

65 of 93 employees completed our recent employee engagement survey..

Training & Development

- reviewing and improving onboarding process
- providing opportunities for personal and professional development
- continued training for skill development

Role Clarification

- clear expectations
- understanding of each others roles
- efficient practices

Processes

- vacation requests and approvals
- coverage
- team meetings

Connection

- ongoing communication, support and feedback:
 - with person supported
 - with families
 - with co workers
 - with Team Leaders



SOME REMINDERS FOR EMPLOYEES



PLEASE REVIEW THE EMAIL THAT WAS SENT BY WENDY OR REFER TO THE "WHO TO CONTACT" DOCUMENT THAT IS UPDATED AND AVAILABLE ON THE ALL STAFF GOOGLE DRIVE

OUR EAP PROGRAM HAS BEEN SWITCHED TO GREENSHIELD+

WENDY SENT AN EMAIL ON APRIL 1ST WITH STEPS ON HOW TO CREATE AN ACCOUNT AND REGISTER



PLEASE REFER TO THE "WHO TO CONTACT" DOCUMENT IF YOU HAVE ANY QUESTIONS!

DO YOU KNOW WE HAVE AN AGENCY TRADE, BUY & SELL CHAT? YOU CAN USE THIS TO SEARCH FOR ITEMS YOU NEED, OR ONES YOU WANT TO OFFER UP!

TO ACCESS THIS CHAT SPACE, LOGIN TO YOUR WORK GMAIL ACCOUNT AND THEN OPEN UP 'CHATS' AND LOOK FOR THE CLSMA TRADE, BUY & SELL CHAT ROOM TO GET STARTED.

SAVE THESE DATES:

**Vison Board Night
Wednesday June 12 2024
6-8pm
JPC**

**Annual General Meeting
Monday June 17 2024
4:30pm
The Endzone @ PRC**

**DIW Ice Cream Truck
June 24 2024**

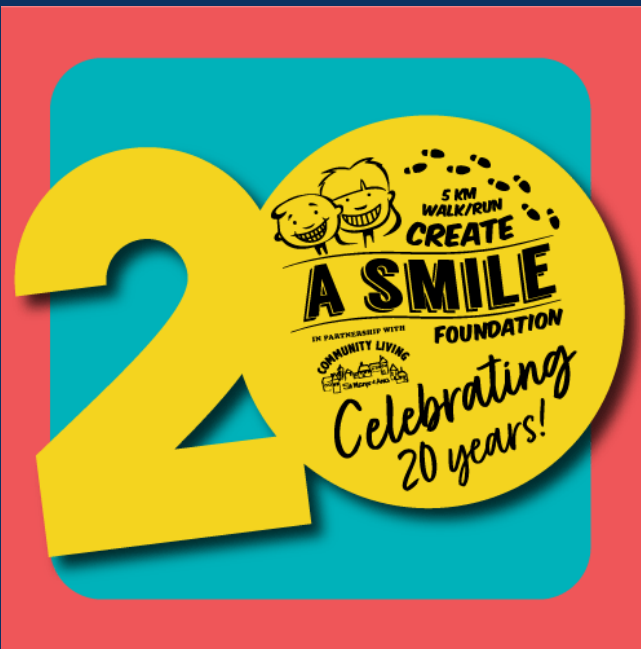
**All Staff Meeting
Wednesday
September 25 2024**

**This year we're
trying something
new!**

**Employee service
awards will be
presented at the
All Staff meeting
on Sept 25 so that
more people can
be recognized in
person.**

20th Annual Create A Smile Walk

Date: Sunday June 2 2024
Time: 11am to 1pm
Location: Milt Dunnell Park
("The Flats")
Scenic 5km walk/run



FOOD AVAILABLE FOR PURCHASE

THERE IS ALWAYS
a reason to
Smile

YOU JUST HAVE TO

find it.



For all employees!

Get \$200.00 in pledges and your name will be entered into a draw for a \$100 gift certificate for the place of your choice!

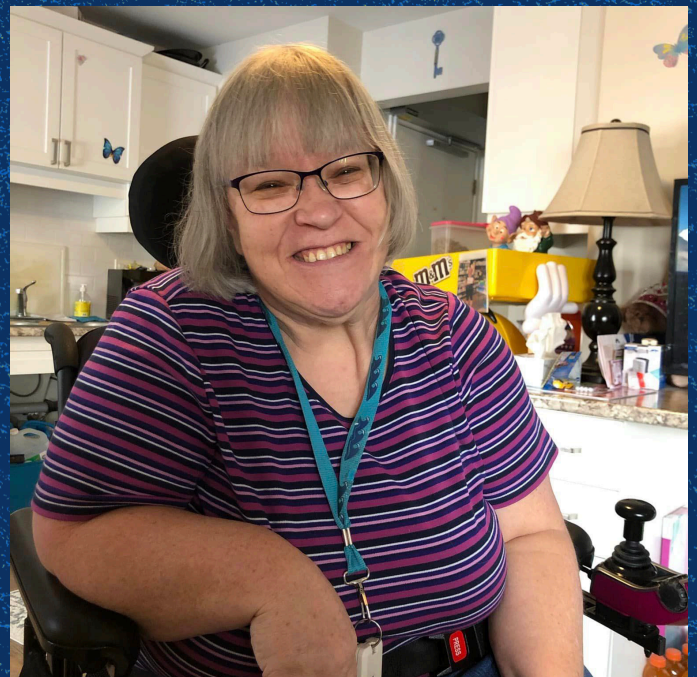
OR

Create a Team with your co-workers and people supported! The Support Team who raises the most pledges will receive a \$100 gift card to use as a celebration for their win!

we remember



**Emily
Petrie**



**Shirley
Croff**