



Williamsburg Non-Profit Housing Corporation



Volunteer Newsletter

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Stats

Since April 1st, 2017...

- **Meals on Wheels— 7,016 meals have been delivered to 132 clients**
- **Footcare— 127 clients with 604 appointments**
- **Diners Club— 2,896 meals served to 285 clients**

Transportation— 3,481 one way trips were provided



**Visit our website at
www.wnphc.ca**

We will soon be adding a volunteer section to our website!
Stay tuned for more details!

Happy Spring Everyone! What an exciting time of year—the crocuses and hyacinth are poking their heads up through the ground, giving us hope that the cold will soon give way to warmer weather. At the Centre we too are going through a transformation, with the lobby currently under renovation to create a new modern and accessible space. You will also notice over the next few weeks that the main office space is getting a mini-makeover, with new desks, and there will be an 'office shuffle' so that staff that work closely together are all in the same office area.

Our Board of Directors and staff have worked tirelessly this past year to prepare for Accreditation, which is scheduled for June 4-6th, 2018. The Accreditation process involves 2 surveyors who visit the Centre for several days to review our policies, ensure that processes and procedures are being followed as per policy, and compare our organizational policies and procedures to best practice standards. While they are here they meet with the Board of Directors, as well as staff, families, community partners, and clients. We achieved our first Accreditation in June 2016.

Spring is also the time when the Board of Directors sees a change in membership. This year there are 4 Board members retiring in May. They are Shirley Pettinger and current Chair Sam Locke, who have both fulfilled their 9 year terms, and Neil Vandermeer and Carole McDermott. We thank Shirley, Sam, Neil and Carole for their many years of support and guidance, and wish them all the best!

We are pleased to welcome new Board Members Corry Martens, Liz Locke, Barb Scott and Karen Jones, who will be joining the Board in May.

Strategic Plan Update:

Our Strategic Plan for 2015-2018 has 3 main priorities. These priorities are:

1. Explain who we are
2. Sustain Supportive Environment
3. Advance the Vision

This is our final year of this plan, and we have accomplished much towards our goals, including:

- updated all brochures and promotional materials;
- Developed a new website to allow easier access and expand availability of service information;
- Developed partnerships with community partners to assist with research projects, such as the falls prevention research project;
- Joined Care dove, an online referral system that allows clients and the public to find and book appointments for services;
- Achieved Accreditation in June 2016;
- Developed a partnership with Health Links, a partnership that has enhanced our provision of client centred care;
- Provided numerous staff education opportunities in areas such as dementia, self care, lifts and transfers and mental health

Client Safety Plan 2018-2019

We have recently developed a new Client Safety Plan.

The objectives of the plan are:

1. Client Safety—To implement a documented approach for staff to disclose client safety issues/incidents to management
2. Information Sharing—To create a culture of safety within the organization through effective transfer of information between clients, families, staff and other health care providers
3. Infection Prevention/Control—To ensure effective, evidence based infection prevention and control activities are in place
4. Risk Management—To identify, assess and mitigate client risks within the organization
5. Work Life Balance—To support employees by promoting safety in client care and a safe work environment.

If you would like a copy of the Client Safety Plan, please contact us at 613 535 2924 and we would be happy to provide one.