

Summary of Strategic Planning Feedback from Staff – May 7, 2018

What one thing do you most want to celebrate about the organization over the last year?

- Feel valued, respected, supported
- New building
- Enjoyable work environment
- Communication
- Welcoming receptionist
- New Director of Finance and improvement in financial procedures
- New Maintenance man
- Improved team atmosphere (shared planning for families)
- Commitment to being family centred
- A place for students
- Family Advocate and Family Support Worker
- New funds for SLP, OT and IDP
- Recreating the Village program
- Successful Telethon
- Growth in TAP and Jump Start
- Training and reflective practice (Touchpoints, Circle of Security, NMT)
- Strong reputation in the community

What is the one thing you would most like to change?

- Need more space! Offices and private meeting space
- Therapy building is getting very old
- Programs could be more integrated. (do not have to transition at a specific age; satellites are more closely linked)
- We have more common language
- More equipment to lend to families
- No more waitlists, smaller caseloads
- New funds for PT
- Less paperwork
- Provide child care for parents accessing programs
- Stronger shared vision that we can all contribute to
- Lack of funding for program supplies

What is the thing you enjoy most about your role?

- Kids!
- Relationships with families
- Supporting the whole family
- Variety/diversity of work
- Flexibility
- Passionate and skilled co-workers
- Seeing progress for children and families
- Team work/collaboration across programs
- Tackling waitlists
- Always learning something new
- Collaborative culture
- Community partners

What is the one thing you would like to change about your role?

- Less paperwork
- Waitlists/Restricted access to services
- Lower caseloads
- More funding
- More hours (casual staff)
- Work less (FT staff)
- More admin available to everyone
- Admin available in satellite locations
- Role to focus on public awareness and marketing
- More time to debrief/reflect about our practice
- More acknowledgement of a job well done
- More connection between buildings
- Vehicle for transporting kids and equipment

	Strengths & Opportunities	Threats & Challenges
Programs	<ul style="list-style-type: none"> • Wide ranging, accessible, flexible • Quality programming and quality staff • Collaboration between programs (still growing) • Prioritize collaboration • Teamwork • Talking more with each other • Shift offices to integrate programs • Integrating voice of participants into program decisions • Most programs co-located • Several staff have received new training (NMT, CoS, Touchpoints) • Supervision close by • Packaged services • Explore provision of daytime services for school age kids • Evening and weekend programming • Expanding Aboriginal programming • Some increases in funding this year 	<ul style="list-style-type: none"> • Gaps between programs • Limited access to ASD diagnosis • Different waitlists for different programs • Large caseloads • Lack of time • Funding limitations • Lack of equipment • Need parent support and education programs • No child care on site • Physical separation of programs • Pre-teen programs • Child poverty • Not enough mental health intervention
Personnel/Organization	<ul style="list-style-type: none"> • Diverse skills and experiences • Passionate • Commitment to learning • Awesome management • Understanding ED • Clear structures to ask questions (committees and management) • Supportive Board • Unionization • Mix up program structures to increase interdisciplinarity • Training in team work and relationship building • Communication • Flexible work schedules 	<ul style="list-style-type: none"> • Personality differences • Lack of child care in the community • Losing some experienced staff • Clarity of policies and procedures • Pressure to attend outside events • No program specific fundraising • Availability of qualified staff • Admin heavy • Internal communication could improve

<p>Partnerships</p>	<ul style="list-style-type: none"> • Many community partners • Strong relationship with SD • Island Health • ECE community • Increased visibility of partnerships • Strengthen partnership with perinatal services • Practicum students and educational institutions • Fundraising partnerships 	<ul style="list-style-type: none"> • Collaboration with pediatricians and GP's • QA Assessment team • Coordinating services with SD therapies • Behaviour Consultants • Lack of time to devote to partnerships • Misinformation about our programs
<p>Facility</p>	<ul style="list-style-type: none"> • Central location • Own the building • New maintenance role • New building (more space for working, meeting, child care) • Update face of Therapy building • Improved private meeting space (Orca room, Board room) • Sensory Room • Encourage working from home 	<ul style="list-style-type: none"> • Lack of space • Gravel parking lot • Too noisy • Need another vehicle • Dated furniture in downstairs spaces • Evening users don't always clean up • TAP is limited in space • Lack of storage • Family Advocate office inaccessible • Small waiting/play area • Too much signage • Reception not family friendly • Lighting, especially downstairs