



## 2012-2013 Residential Home Program Evaluation

### Initiative for ongoing assessment and improvement

#### Results of Child & Community Resources' 2012-2013 Residential Program Evaluation are in!

**What is Program Evaluation?** Evaluation allows us to report on the success of our Residential Home Program in meeting the needs of the children, youth and families we serve.

**How do we Evaluate the Program?** We collect information related to the service delivery goals for the children and youth in our care. We also ask for feedback from their families. Lastly, we conduct staff evaluations to ensure our staff maintain the skills they need to deliver quality services.

#### PROGRAM GOAL

The goal of CCR's Residential Program is to empower children and youth with multiple special needs and /or autism, in partnership with parents and guardians, to achieve their highest level of functioning and self sufficiency through the provision of individualized, child and family-centered, therapeutic residential home care which encompasses the physical, intellectual and emotional / social dimensions of health and facilitates inclusion.

**We are happy to report that the results of the evaluation show that the program achieved this goal!**

#### SO... HOW DID WE DO?

##### Child and Youth Goals

At CCR, we work with the families of children and youth in our care to develop individual goals in each of the seven health and wellness domains (physical health; education; family and social relationships; emotional and behavioural development; self-care skills; inclusion and community integration; and development of independence).

**Results of the evaluation show that each of the children and youth met all of their health and wellness goals over the past year!**

**And it gets better...** During last year's evaluation we found that we needed to do a better job promoting family engagement in our program. We've made huge strides by creating monthly activity calendars for each home that includes a schedule of fun, family-friendly activities based on the interests of the children and youth. Families were then invited to participate in these activities. This has resulted in increased family involvement!

##### Family / Caregiver Feedback

We collect feedback from families / caregivers twice per year. Families (n=6) have shared that overall, they are very satisfied with the program!

#### THE BEST PART OF THE PROGRAM IS...

« I don't feel alone, I feel part of a team. »

« Everyone is caring and loving towards the children. »

« The staff want what's best for my child. »

**We're listening...** Feedback has been used to make changes to our program to better meet the needs of children, youth and their families. We have made changes to living space to meet the needs of families visiting their children; we have also been working hard to revise our staffing model to make sure that the children and youth have a primary worker whom they are comfortable with.

##### Our Staff ROCK!!!

We are extremely excited to share that our staff have received the **highest evaluation scores EVER!** All staff evaluated (n=13) scored 100% on their Medication Administration Evaluation; likewise, they also scored 100% on their Behaviour Treatment Plan Evaluations (n=12).

##### **From our Residential Manager...**

« Successful outcomes for children in our care are reached through the provision of exceptionally trained and dedicated staff who provide quality care including the delivery of individualized programming based on the children's strengths. Although our services are delivered in the therapeutic settings, the staff provide environments that are "home like" and focus on family engagement. »

**Join us in congratulating the Residential team for delivering quality services!  
Thank you to the children, youth and families we have the honour of serving and for continuing to make our work so enjoyable!**

**If you would like access to the comprehensive program evaluation report, please contact Trevor Bosse, Quality Assurance Associate at [tbosse@ccrconnect.ca](mailto:tbosse@ccrconnect.ca) or toll free at 1 (877) 996-1599, extension 2818.**