

BACKGROUND

Participation House (PH) is non-profit, community based organization that serves clients with physical and developmental disabilities. PH provides supportive living assistance enabling individuals to lead independent and empowered lives, and creates an inclusive community for them by providing residential care, at-home supports, and day program activities. Employees at PH are crucial to the organization's success. Each supported living home is overseen by a coordinator who manages a team of support staff. In addition, coordinators are responsible for reporting all day-to-day activities to one of nine senior management coordinators.

PH faces the following issues with regards to peer mentorship and staff performance:

- Low staff engagement in activity planning
- Insufficient time for mentorship activities
- Gaps in team dynamics
- Low staff motivation and performance

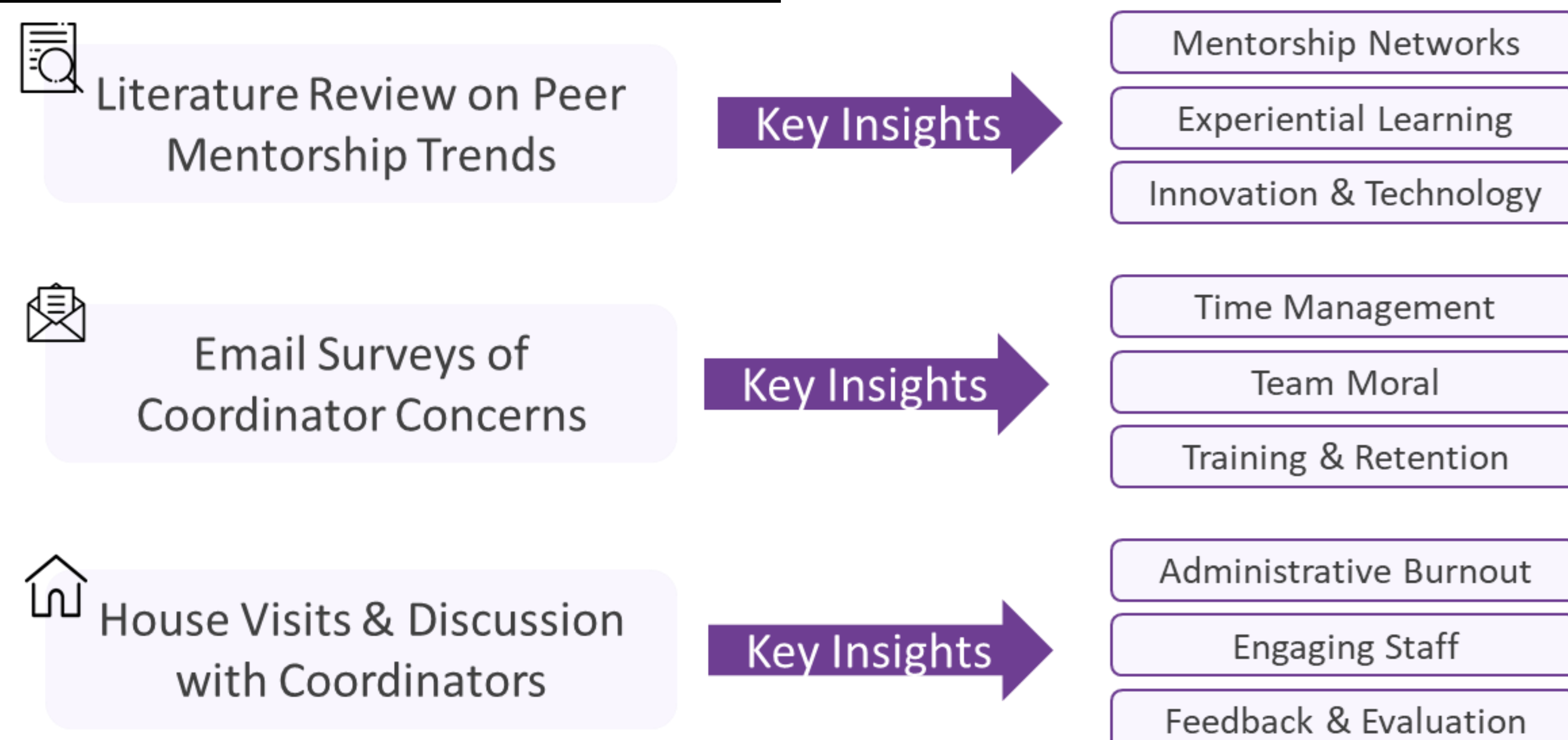
AIMS & OBJECTIVES

To enhance peer mentorship and staff performance at PH through:

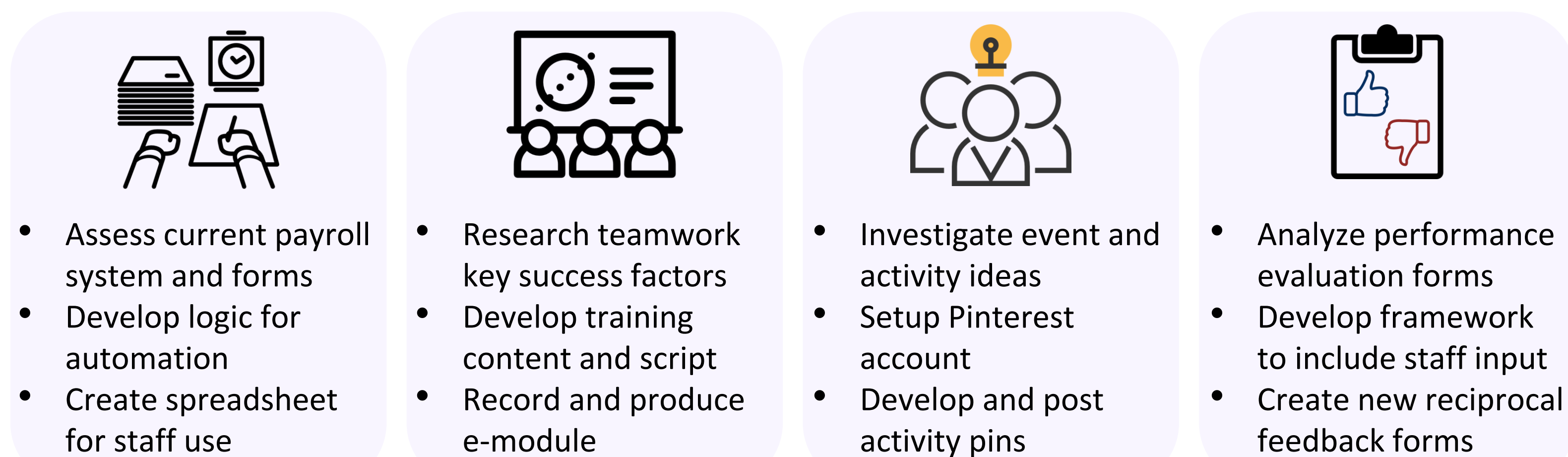
- Increasing staff engagement and initiative in programming client activities
- Reducing administrative workload to allow time for team-building and mentorship
- Providing learning resources in teamwork and collaboration
- Improving reciprocal communication between staff and coordinators

METHODS

STAGE 1 – IDENTIFICATION OF KEY CONCERNS

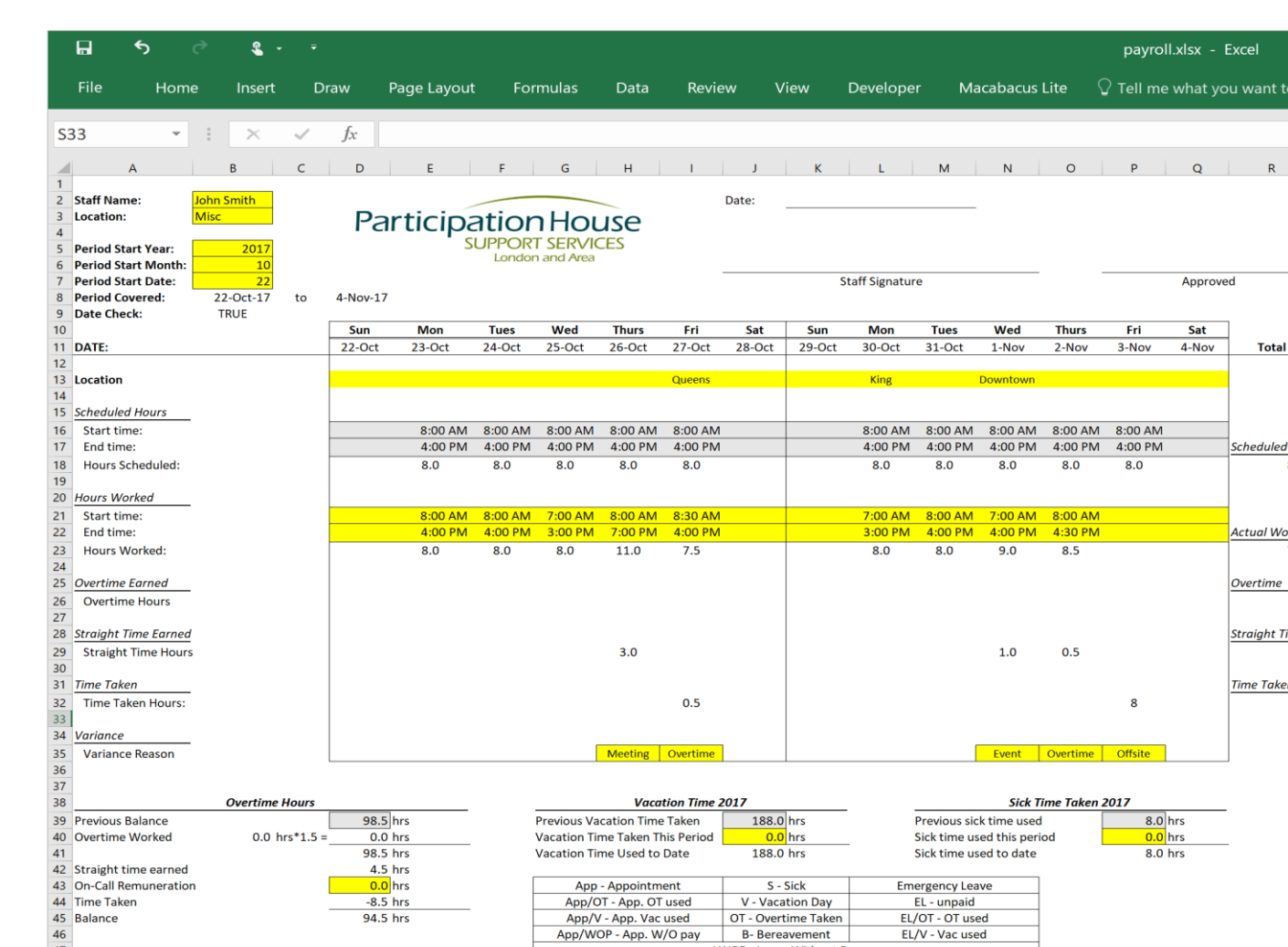


STAGE 2 – PLANNING OF PROJECT DELIVERABLES



DELIVERABLES

Automated Payroll Forms



Reciprocal Feedback Forms

Performance Review

Name of Supervisor: _____

What are the employee's strongest points?

Comments _____

How approachable is your supervisor?

a. Extremely
b. Very
c. Moderately
d. Slightly
e. Not at all

What are the employee's weakest points?

Comments _____

What can the employee do to become a more effective worker?

Comments _____

What additional training would benefit the employee?

Comments _____

What are the employee's performance goals for the next period?

Comments _____

Employee Feedback

What are your most important accomplishments over this past year?

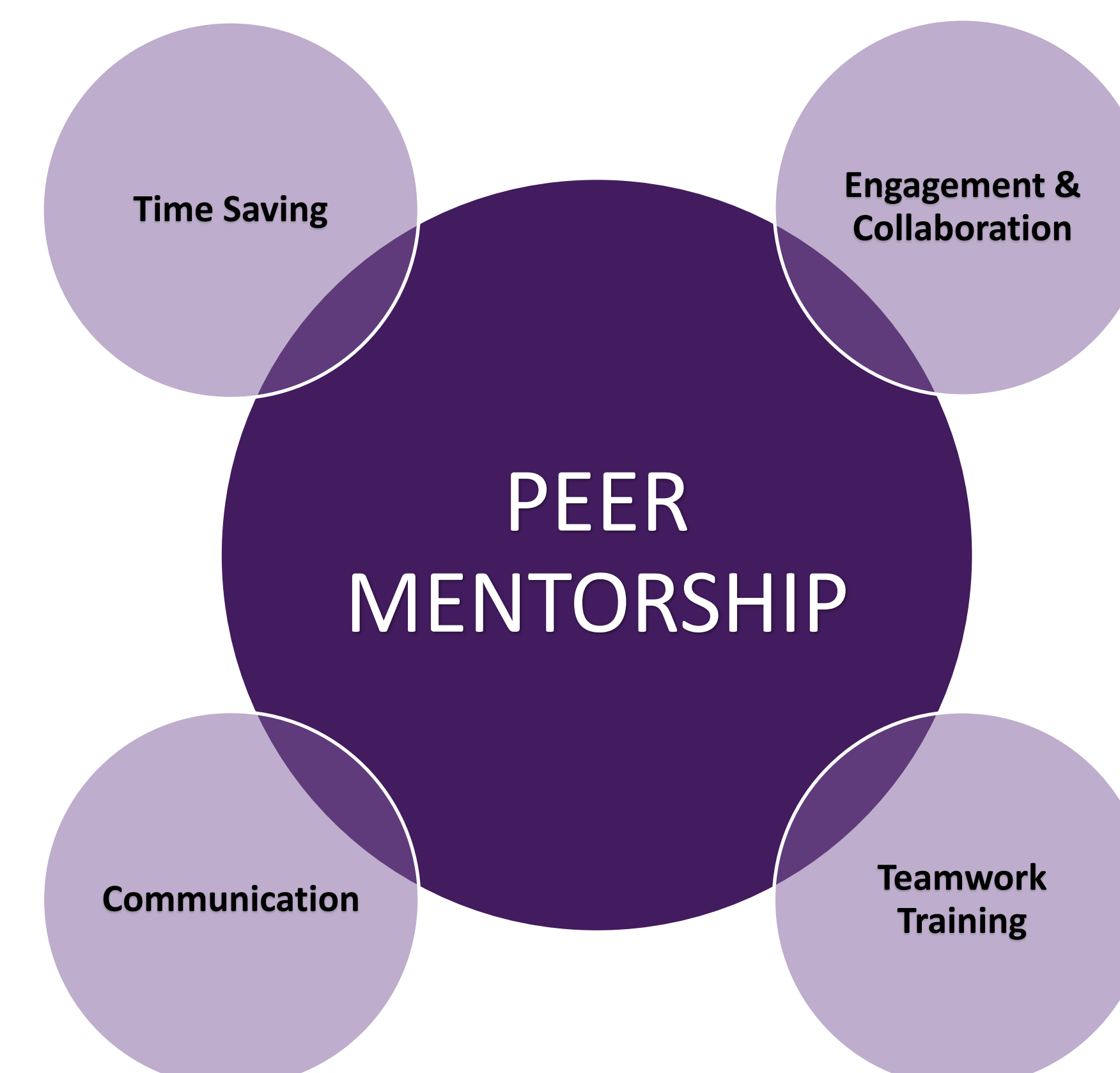
Comments _____

What areas are you struggling in and how could you improve?

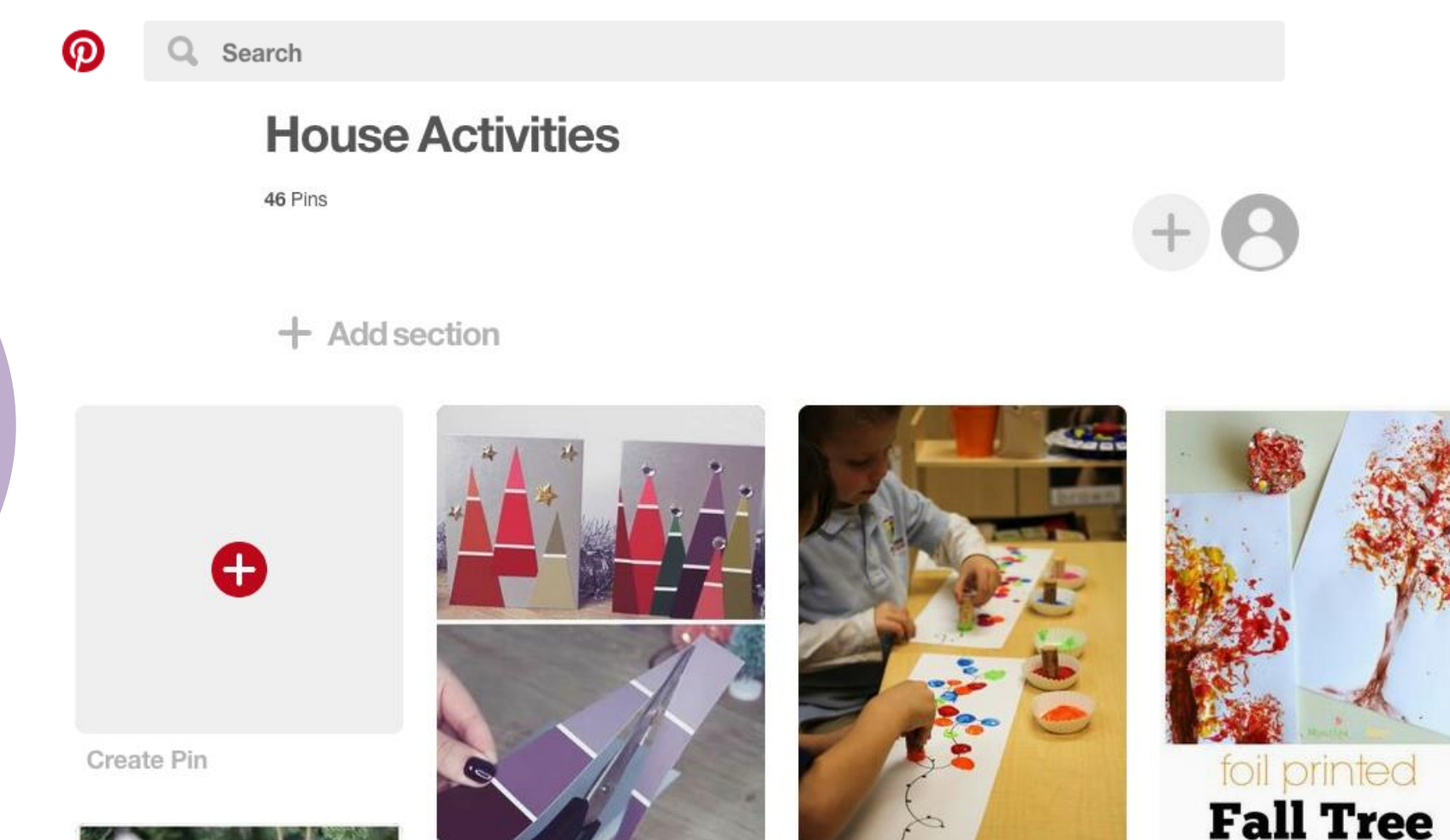
Comments _____

How often does your supervisor give you feedback?

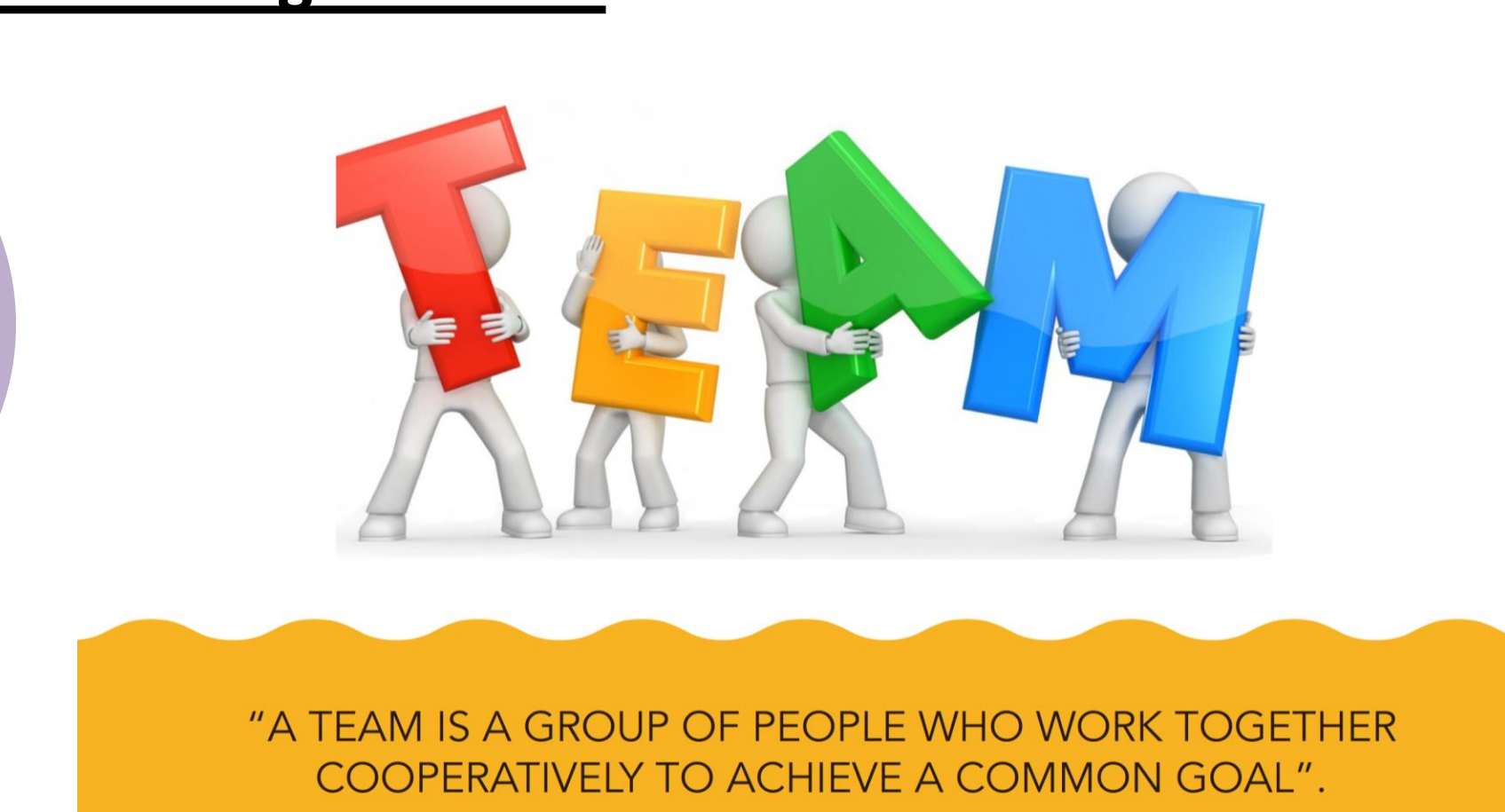
a. Extremely
b. Very
c. Moderately
d. Slightly
e. Not at all



Pinterest Activity Sharing

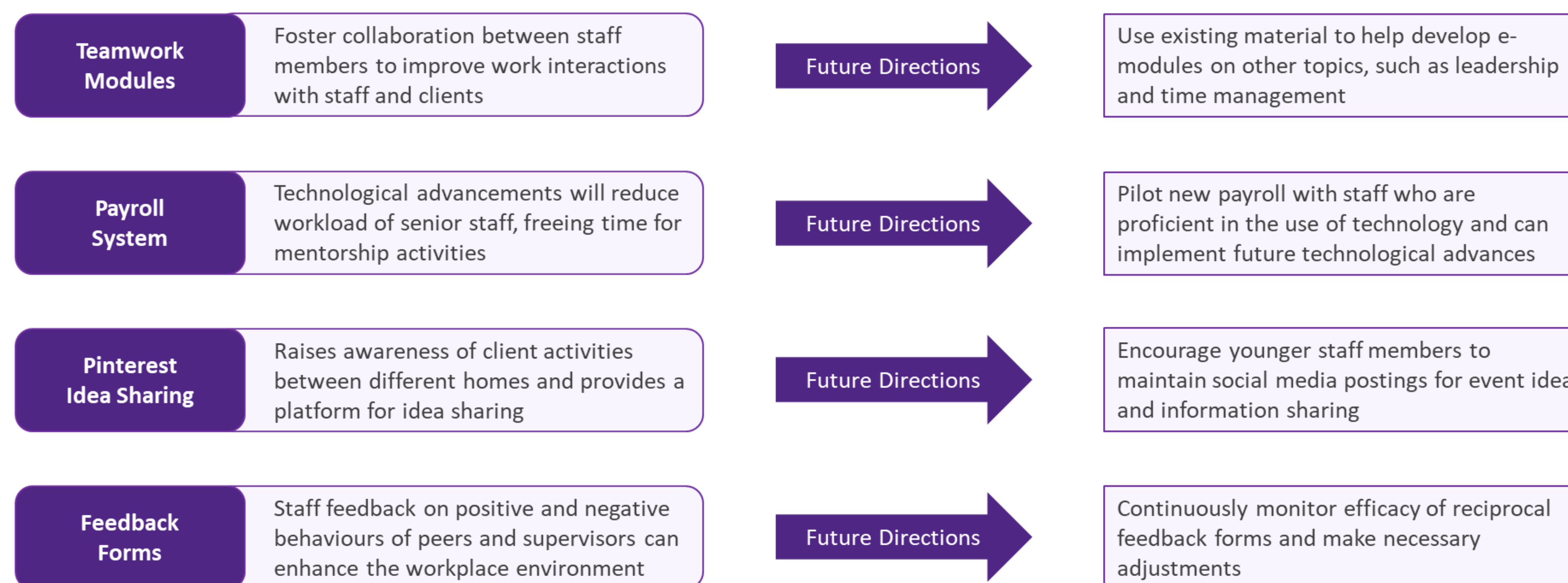


E-Learning Modules



DISCUSSION & FUTURE DIRECTIONS

The objective of this project was to provide greater employee satisfaction and productivity at PH, as well as improved quality of care for clients in the London community. Deliverables are designed to provide coordinators with time for staff mentorship by reducing administrative burdens, as well as to improve engagement of staff in their daily work responsibilities. Ultimately, the increased engagement will translate to improved quality of life for both clients and PH employees.



ACKNOWLEDGEMENTS



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