

Year End Highlights April 2022 - March 2023

2022-23 TVCC Quality Improvement Plan



Actively Listen



323 client and family survey responses about TVCC, its program offerings and services.

83% of clients and families feel that TVCC helps their child/youth achieve their goals.

90% response rate achieved on Entry to School program evaluation questionnaire.

Share Information



Hosted tours at TVCC for community partners including Rotary Club of London, Ingersoll Kiwanis Club, and the Ministry.



729 "Talk with Me" sessions provided to parents/caregivers who often want to learn more about TVCC services.

Foster Collaboration



14 formal presentations provided about TVCC services to clinical professionals at TVCC and in the community.



New Wellness Project launched and offered **18** new groups for youth with disabilities in collaboration with other programs.

Connect Clients with Services



161 clients served since the launch of SmartStart Hubs. Including, **34** clients served with SmartStart Partner Home Visiting Program for Infants.

Make a Technology Plan



TVCC uses a new document to vet software and apps. Privacy and IT leaders meet regularly to assess and approve software and solutions.



The IT Road Map has been developed. Microsoft 365 Office Suite was rolled out in phase 1 of 4.

Act on Staff Feedback



178 questions received and answered from staff to CEO Updates.

Recognize Staff Excellence



Recognized staff and suggestions through job evaluation, compensation review, extra closure days, wellness spending account, and winter wellness event.



Completed Employee Engagement Survey.



42 compliments received about TVCC staff and services.