

Ingersoll Support Services Inc.

Policy: Continual Quality Improvement and Assurance

Policy # QA.0
Section: QA

Approved by the Board of Directors:
Procedure Revision: *November 8 2011*
Review Date: September 26 2017

Ministry requirement -

Ingersoll Support Services will value and engage in practices to promote continual improvement of services -- primarily for the people we support, secondly for agency partners, and the community, through continual quality improvement, accountability and stewardship, and perpetual organizational learning.

Procedure:

1. Quality by definition will be discovered by the processes of *constant improvement* and *innovation*.
2. The organization, its staff, its volunteers, and its teams will engage in processes to build *continual quality improvement* into the organizational features of: priority on person centeredness, positive organizational design, visionary leadership, responsive services, and continuous learning.
3. Quality improvement is both the responsibility of each individual member and of the agency collectives; all and one are responsible. Each staff person, volunteer, member, and director, are *accountable* for the processes of continuous quality improvement.
4. The agency and its staff are acting as agents of the community to administer, as stewards, quality services to the people we support. Our primary *accountability* is foremost to the persons we support, secondly to their network, to the community, to our funding bodies, and to the corporate agency.
5. ISSI maintains a unique Quality Assurance process that is: designed by ISSI, informed by pertinent Regulations, structured according to accepted accreditation standards, and integrated with diverse community standards. The goal of the quality assurance process is to work tenaciously beyond standards and compliance towards levels of excellence and quality.
6. ISSI engages in *continuous learning* through the use of the reflective processes of: planning, doing, checking, and acting. Models of learning and reflection are incorporated into cycles of work in support, in administration, and in governance.