



Lifetime Networks
Respite Goal Grid 2021

In 2019, Lifetime Networks began piloting a respite program. This program offers time limited relief from the ongoing responsibility of delivering care to supported individuals, with the goal being to strengthen relationships through a facilitated break in regular care delivery.

Individuals may seek our Respite services for numerous reasons such as weekend respite, support for longer vacations or additional support while at camp.

Respite may be arranged to take place in various locations. Respite is a dynamic program that is tailored to the desires of all parties involved.

The Respite program has a Goal Grid to guide continuous quality improvement. The goals of the 2021 Respite Grid were developed based upon a reflection of data and feedback collected during 2020. The full Respite Year end report for 2020 can be found in the Respite 2020 folder.

The Respite Goal Grid of 2021 had five identified goals. The first four goals are part of the **Performance Action Improvement Plan** and are **“on-going goals”**. However, there is the possibility that the “on-going” status may change based upon the **Performance Action Improvement Plan** which will be written in January 2021.

#	Goal	Indicator for Success	Person Responsible	Timeline	2020 Completion Date	2021 Completion Date
1.	Goal: To have 90% of individuals who access Respite services and who indicate that stronger family connection was their expected outcome, respond to the question “by participating in respite services do you feel that your relationship with your family is stronger” in the affirmative.	Indicators for Success: To have 90% of individuals who access Respite services and who indicate that stronger family connection was their expected outcome, respond to the question “by participating in respite services do you feel that your relationship with your family is stronger” in the affirmative.	Person Responsible: Respite Coordinator Cost if Applicable: NA	Ongoing program goal	This goal is also part of the Performance Action Improvement Plan On the Respite Intake Form –added the question “Are you participating in respite services to strengthen your family connection? THIS PORTION COMPLETED	On 2021 Annual satisfaction Survey ask this question.
2.	Goal: To have 90% of all respite requests staffed within 7 working days (as COVID Restrictions allow)	Indicators for Success: When 90% of all respite requests are staffed within 7 working days	Person Responsible: Respite Coordinator Cost if Applicable: NA	Ongoing Program Goal	This goal is also part of the Performance Action Improvement Plan June 2020 : Unanticipated block, those asking for a respite location but not respite staff. We currently do not have a respite location to rent due to COVID 19	Continue to focus on Respite Camping

#	Goal	Indicator for Success	Person Responsible	Timeline	2020 Completion Date	2021 Completion Date
3.	Goal: Maintain the number of requests approved for individuals who want to attend camp with a respite worker at 100%	Indicator for Success: When we maintain the number of requests approved for individuals who want to attend camp with a respite worker at 100%	Person Responsible: Respite Coordinator & HR Manager Cost if Applicable: NA	Ongoing Program Goal	February 2020: Due to lack of respite staff, respite coordinator has sent out an email asking for respite staff to apply for an interview June 2020- Camps have been cancelled- However Easter Seals Camp Shawnigan is going host a virtual camping https://www.eastersealsbcy.ca/camp/	
4.	Goal: To have 100% of those receiving respite, report that their choices are respected when selecting a respite provider.	Indicator for Success: 100% of those receiving respite will report that their choices are respected when selecting a respite provider.	Person Responsible: Respite Coordinator Cost if Applicable: NA	Ongoing Program Goal	This goal is also part of the Performance Action Improvement Plan March 2020: On the Respite Feedback Form added the question, “do you feel that your choices were respected when selecting a respite provider. COMPLETED June 2020: No one has completed a Respite Feedback Form answering the question- <i>do you feel that your choices were respected when selecting a respite provider.</i> However, each person has indicated in the affirmative that their choices	

					were respected either in conversation or via email feedback	
#	Goal	Indicator for Success	Person Responsible	Timeline	2020 Completion Date	2021 Completion Date
5.	Goal: To hire respite staff who have an interest in hosting youth (as COVID-19 restrictions allow)	Indicator for Success: Respite Coordinator	Person Responsible: Respite Coordinator Cost if Applicable: NA	March 2021	NA	