



Continuous Improvement – Policy

SpringDale Neighbourhood Centre Inc. believes in continuously trying to improve everything we do.

Some things we only do once and thus must invest our learnings into other tasks and services. Some things we perform regularly and have the opportunity to gain mastery.

As a Policy, Instruction or service used, everyone is encouraged to suggest changes to ensure best practice in everything that we do.

Evaluation forms are important as a tool to:

- improve responsiveness to members and participants' needs
- measure and suggest improvements in the quality of programs.
- evaluate and provide data to consolidate good practice, and identify opportunities for improvement.

In order to ensure that the needs of participants remain paramount, the following evaluation procedures apply:

- It is expected that informal evaluation and modification is on-going throughout courses, programs and normal activities as part of good practice.
- Written or oral (where appropriate) evaluation will be collected from participants at the end of a course, program, term or use, with attention to confidentiality issues. SpringDale standard evaluation forms, or other forms, may be used by arrangement with the coordinator.
- Extra surveys / evaluations will be conducted in accordance with Service Agreements.
- Informal collection of information will occur through a suggestion box and discussion with coordinator and/or Committee of Management members.
- Written evaluation at the end of each course by tutors, including outcomes and student pathways, any specific difficulties to be addressed and/or recommended future changes/improvements.
- Planned implementation of collated suggestions will be incorporated into our Annual Plan or individual work plans.
- Extensive suggestions which may need to become part of the Strategic direction of the centre will be reported to the SpringDale Committee along with a proposed course of action via the Coordinator and the monthly report.
- Each service area, including management will be surveyed regularly and suggestions implemented as appropriate.

We encourage each member, participant, volunteer, staff member to feel empowered to suggest improvements