



0 Continuous Improvement – Policy

SpringDale Neighbourhood Centre Inc. believes in continuously trying to improve our services. This is true for our most complex Policies all the way through to our most basic Work Instructions.

As a Policy, Instruction or service used, everyone is encouraged to suggest changes to ensure best practice in everything that we do. It is also important that the person who suggests the change becomes the champion for the change and follows its journey through our change procedure.

Evaluation forms are important as a tool to:

- improve responsiveness to members and participants' needs
- to measure and suggest improvements in the quality of programs.
- evaluation also provides data to consolidate good practice, and identifies 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 Committee of Management 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 and participant in any SpringDale service to feel empowered to suggest improvements and to champion their implementation.