

# YouQuest Young Onset Dementia

## Final Report Addendum

YouQuest Sustainability Plan (Dec 2021)					
Sustainability Component	Objective	Facilitator of Sustainability	Stakeholder Involvement: Proposed activity		
			Micro (contractors, volunteers, families)	Meso (Executive Director Board of Directors)	Macro (Board of Directors)
Governance	Responsibility for the long-term sustainability of YouQuest is established	Clear responsibility is assigned for ensuring sustainability of YouQuest	Informed and familiar with policies developed, and modified	Identify policies that require modification or development	Development and approval of organizational policies
Resources	YouQuest has resources to continue offering wellness services	YouQuest can acquire funding to continue offering services	Contractors identify resources required to sustain wellness program	Development of project and annual operations budget that considers resources to support contractor needs; develop fund development plan to support fiscal needs	Review, approval, and accountability of annual operations budget and project budgets through reporting
Leadership	Leadership responsibilities are shared	Clear reporting, defined accountabilities and expectations	RACI document developed to establish clear lines of responsibility and accountability	Discussions and modifications as required with quarterly team meetings	Receive updates at meetings about any changes to roles/responsibilities
		Outcomes clearly communicated to contractors	Shared development of KPIs	Establish KPIs that align with Board Strategic Goals with input from contractors; report quarterly to Board of Directors	Establish annual strategic goals and long term strategy for YouQuest, ensure KPIs align with strategic direction; receive and provide feedback on quarterly KPI reports
		Individual Goals are established, supports identified for success	Based on Scope of Work and KPIs. To be used for discussion about performance and annual performance review	Executive Director present goals for approval to Board of Directors to be used for reporting and annual performance review	Ensure Executive Director goals are aligned with organization focus. Review quarterly and use to complete annual performance review
		Feedback loops	Contractors, Volunteers, Families are provided timely information and provided opportunity to provide input and feedback to board goals	Provide regular opportunities (minimum quarterly) for presenting updates and receiving feedback from contractors, volunteers, families (e.g. email updates, surveys, town hall, etc.)	Review feedback received and establish if and how to effectively implement feedback as applicable and communicate changes back to the organization (contractors, families, volunteers).
		Identifying, and celebrating successes	Service Day successes celebrated and shared (internally and externally)	Incorporate celebrations in reports, and other communications developed at this level	Board of Directors honour and recognize successes
Staff Engagement	Commitment of contractors help with sustaining the YouQuest wellness program	Staff are included and engaged in planning and decision-making for sustainability	Attend quarterly team meetings; strategic sessions with board as appropriate	Provide opportunity for staff engagement with sustainability discussion during quarterly team meetings	Receive reports from Executive Director, provide guidance, include contractors, volunteers and families in discussions as appropriate

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Communication	Communication ensures engagement of all stakeholders	Communication loops are established	Contractors, Volunteers, Families are provided opportunity to provide feedback to Executive Director and Board about wellness services.	Executive Director establish opportunity to collect feedback about wellness services, sustainability efforts with contractors, volunteers and families (minimum quarterly)	Board establish regular and transparent communication to all levels of organization; receive feedback, communicate about changes as a result of feedback.
Intervention Attributes	n/a				
Education	Contractors, Volunteers, and Board understand YouQuest's approach to sustainability	Contractors, Volunteers, and Board are included with informing/being informed about sustainability activities	Quarterly meetings with contractors; regular communication (emails/newsletters) with volunteers and families; volunteer training sessions (three per year)		
Staff Value Outcome		Staff feel like valued members of the continuing sustainability discussion	Quarterly meetings and individual meetings with Executive Director. Opportunity to provide feedback and receive information of changes based on previous feedback	Feedback analyzed and suggested changes are presented to Board of Directors/Contractors as appropriate	Receive feedback as presented by Executive Director. Oversee or endorse any changes as appropriate
Family Values Outcome		Families feel like valued members of the continuing sustainability discussion	Quarterly opportunities to provide feedback about wellness services	Feedback analyzed and suggested changes are presented to Board of Directors/Contractors as appropriate	Receive feedback as presented by Executive Director. Oversee or endorse any changes as appropriate
Context	Contractors are able to focus on wellness days	New projects do not distract from the core of wellness days		Ensure staffing profile is complete to support new projects or initiatives as they are established	
Measuring, Monitoring, Reporting	Regular monitoring and reporting of sustainable activities for improvement	Collection of feedback and regular service evaluation to ensure continued sustainment	Participation in Surveys, Quarterly Meetings; Focus Groups	Create opportunity for participation in surveys, quarterly meetings, focus groups	Receive reports from surveys, quarterly meetings, focus groups
Supports Available	n/a				
Reinforcement	n/a				
Modeling	Ensure the YouQuest model remains viable for future growth	Continual environmental scan to remain current with new trends and developments with young-onset dementia	Remain current with best practices and supports available that may impact the wellness service model for YouQuest	Remain current with current research, partners; be aware of upcoming changes to best practices and funding	Board Strategic Session required to assess best way to develop and implement the YouQuest model for sustainability of funding and future growth

