

Accreditation Information for Clients and Families

Being accredited means that an agency has met international standards of practice that are developed by persons served, stakeholders, professionals, and provincial and national organizations. Accreditation focuses on quality improvement, accountability and administrative competence.

What Accreditation Means To You

When you use the services of an agency that is accredited, you know that:

- All persons are treated with dignity and respect.
- You will be informed of your rights starting from your initial contact with the agency.
- The agency will respect and preserve your confidentiality.
- You will be involved in your service planning.
- Your cultural and individual preferences will be respected.
- Family involvement is encouraged.
- The agency will inform you in writing of their complaint procedure. If you have a complaint or concern, the agency will assist you without holding it against you or your family.
- The agency is required to have thorough knowledge of all the community resources that may be helpful to you.
- The agency has addressed health and safety concerns such as: building safety, emergency plans, and any barriers to receiving service, e.g. wheelchair accessibility.
- Services are measured and evaluated for efficiency, effectiveness and consumer satisfaction.
- The agency has qualified staff and provides ongoing training to all staff.

