

ACCREDITATION

223 agencies are currently accredited. For a list of accredited agencies please visit:

www.mcf.gov.bc.ca/accreditation/agencies.htm

STAFF UPDATE

The Accreditation Team continues to support B.C. agencies through their accreditation process. If you need help in finding the right person/information, or you just have a burning question, our contact information is at the bottom of the page.

Congratulations to Kelly Veillette, who has made the leap from co-op student to Accreditation Analyst. Kelly will be working part-time in the coming term as she completes her Masters of Public Administration.

MENTOR UPDATE

We are pleased to mention that new mentors are joining our network, and are shadowing upcoming mock surveys. As a vital part of the accreditation process, mentors provide guidance to newly accrediting or re-accrediting agencies and conduct mock surveys. If you are from an agency that has been accredited and would like to share your knowledge and increase your understanding of what works for other agencies, please contact Jessica Wilner.

POSITIVE OUTCOMES

"Accreditation is a Journey, not a Destination"

The Cariboo-Chilcotin Child Development Centre Association (CCCDCA) began the accreditation process in the fall of 2002. We compared the CARF standards to our own policies and quality assurance procedures, eventually recognizing the need for a **complete overhaul of our operations and work processes**. In January 2003 the organization took a bold step and began a re-engineering process to improve services and supports to families and children.

It has taken us five years from the announcement of a team-based model of service delivery to realize our desired outcomes: no waitlists for service, improvements to customer satisfaction, increased program efficiency and response time, and an organizational culture of respectful relationships, innovation and high performance.

The efforts of CCCDCA were recognized in 2006 with a "Community Booster" award from the local Chamber of Commerce, and by the BC Psychological Association in 2007 with the "Healthy Workplace Award" for small not-for-profit agencies, a feat for agencies outside the lower-mainland.

Without accreditation none of these changes would have been possible!

Nancy Gale, Executive Director, CCCDCA

*Submissions should highlight how accreditation has positively affected your agency and/or the people you serve, and be no longer than 150 words. For any questions, or to submit a testimonial, please contact Kelly Veillette. Future short stories would be included in the **UPDATE** with your permission.*

JOINT OUTCOMES PROJECT

MCFD and CARF have engaged in the Joint Outcomes Project; a joint initiative to identify outcome measures being used by CARF-accredited service providers. Please refer to the ministry accreditation website for more information and regular updates on the project.



COA Contact(s) for Agencies

Tobi Harrington Murch, Accreditation Project Manager, will now serve as the COA/Canada liaison. Tobi is now the direct contact regarding all accreditation related issues. She has direct supervisory responsibilities for Brandi Ledesma, Associate Accreditation Coordinator Canada, Terri Rypkema, who currently provides technical assistance to our Canadian organizations, and Vern Haubrich, who will continue to provide training programs on an as needed basis.

If you have any questions, feedback, or need assistance please feel free to contact Tobi Harrington Murch either by email at tmurch@coanet.org or phone 603-433-3928

COA will be holding an Assembly of accredited and in-process organizations in BC on **February 26, 2009, from 12:00-3:00 PM** at the Holiday Inn Metrotown, Burnaby. Richard Klarberg, President and CEO, and Tobi Harrington Murch are hosting.



ACCREDITATION UPDATE

Ministry of Children and Family Development
January 2009

The COA Canada Board will then be meeting on February 25, 2009 in Vancouver.

The Council on Accreditation's 2009 National Conference – *Strategies for Sustaining Success*, is being held on August 9, 10, 11, 2009 at the Waldorf=Astoria in New York City. The conference will serve as an exciting forum for all of COA's stakeholders to share ideas on improving their organizations, maintaining excellence and better serving their clients. For more information, please visit: www.regonline.com/coa2009Conference

Training

Performance and Quality Improvement and Intensive Accreditation Training will be provided free of charge from March 23-27, 2009 at Semiahmoo House Society in Surrey. To register for this training, or to apply to become a COA Peer Reviewer, please email RMcGuire@coanet.org.



Training

The CARF Calendar of training events for 2009 is now listed on the CARF Canada website.

Scheduled throughout the year in B.C. are two 101's, two 202's and two Advanced Outcomes. This in-class training is provided free to MCFD/CLBC funded agency staff. Registration for these sessions opens two months prior to the training date and spaces will be limited to two staff per agency, available on a first come-first serve basis. **Please contact Karen at karen.madison@gov.bc.ca for a registration form INSTEAD of registering online with CARF.**

CARF will be hosting two Canadian webinars in 2009. This online learning option is offered on March 2, 2009 and September 17, 2009. For more information on fees or to register for these events, please contact Sheila Parlbay at sparlby@carf.org or phone 1-877-434-5444.

Meeting with Minister Christensen

Dr. Brian Boon and Daniel Stavert from CARF hosted an open forum in Vancouver before meeting with Minister Christensen in October, 2008. The event was well attended with representation from

across all sectors; Children's services, Services to persons with disabilities, Health and Medical Rehabilitations. Key issues were raised such as staffing, support across ministries and support to organizations outside of the ministry's mandate. CARF will be integrating these concepts into their 2009 strategic plan.

Surveyors Needed

CARF now has over 100 Canadian surveyors!!! We are in need of surveyors with experience in Behavioural Health programs. If you are interested please contact us.

The CARF Canada contact is Dan Stavert at dstavert@carfcanada.ca or phone 1-877-434-5444.



The Council on Quality and Leadership Canada

Conferences and Training

The Council on Quality and Leadership Canada (CQL Canada) is pleased to present a 2-day Overview of CQL Canada's Quality Enhancement and Accreditation program – February 13-14, 2009 at the Executive Plaza Hotel in Richmond, B.C.

This two-day interactive workshop will assist participants to better understand how CQL Canada's *Quality Measures* could fit with your organization's beliefs, values, culture, and quality improvement goals. This presentation will demonstrate how the *Quality Measures* assess service quality using a person-centered approach, as well as illustrate the steps leading up to a 4-year accreditation award.

Bill Allerton, CQL Canada's Chief Executive Officer and Maureen MacFayden, CQL Canada's Director of Accreditation will be facilitating this workshop.

The cost of the workshop is \$200, which includes materials, continental breakfasts and refreshments. For more information or to register, email Darlene at darlene@cqlcanada.com or call 705-849-4282.

The CQL Canada contact is Bill Allerton at bill@cqlcanada.com or phone at 705-849-4282.