



ACCREDITATION UPDATE

Ministry of Children and Family Development

July 2009

ACCREDITATION

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

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

FROM THE TEAM

The Accreditation Team is here to support agencies in the accreditation process. **Please feel free to contact the Accreditation team if you have any questions, concerns, or feedback.** As active participants in the quality improvement process, our accrediting bodies are accountable to MCFD as well as all of our contracted agencies.

Here are some of the things that the Team has spoken with agencies about over the past few months:

- Receiving feedback about accreditation experiences
- Organizing training sessions
- Discussing next steps with newly accrediting agencies
- Organizing mock surveys
- Linking agencies with their chosen accrediting body.

Contact information for the Accreditation Team is at the bottom of this page.

SWITCHING ACCREDITING BODIES

An agency is free to select an accrediting body according to their best fit, choosing from CARF, COA or CQL**. However, please note that switching accrediting bodies must first be approved by the MCFD Accreditation Team and *may not occur after re/accreditation fees have been paid.* Please contact the Accreditation Team if you have any questions or need further clarification.



UPDATE

COA in partnership with COA-Canada (COAC) has created the Senior Management Council as part of an effort to continue to meet the needs of our accredited organizations. The Council has been charged with reviewing key elements within COA's standards and process, and making recommendations for improvement. The members of the Council are comprised of leaders within

accredited organizations. Please contact Tobi Murch, Canadian Liaison, if you're interested in joining the council.

TRAINING

Peer Reviewer

COA will be offering a two day peer reviewer training on September 30 and October 1, 2009 at the Westcoast Family Resources Society, from 10:00-5:00pm.

Please note an application is required prior to attending Initial Peer Training. If you need to request a copy of the application please contact Jennifer Flowers at jflowers@coanet.org.

Advanced Performance and Quality Improvement
COA will be offering Advanced PQI training on October 8, 2009 at the Westcoast Family Resources Society, from 10:00-5:00pm.

This training will focus on ways in which organizations can establish a stronger and more relevant Performance and Quality Improvement process. Particular attention will be paid to establishing useful outcome measurements for organizations.

To register for these training events, please contact Ryan McGuire at rmcguire@coanet.org. Training is provided free to COA accrediting/accredited agencies in B.C.

CONTACT US

If you have any questions, feedback, or need assistance regarding COA's accreditation process and standards please feel free to contact Tobi Harrington Murch by email at tmurch@coanet.org or by phone at 603-433-3928.



CANADA

UPDATE

Dan Stavert, Chief Advisor for CARF Canada, met with several senior staff of the Ministry of Housing and Social Development to present the positive accreditation results of CLBC organizations. Dan also met with several organizations in lower



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mainland this quarter. Over the next few months he will be in the North and Interior Regions.

If you would like to meet with Dan while he is in your region please give him a call at 1-877-434-5444.

SURVEYORS NEEDED

CARF is in need of surveyors in Behavioural Health that have experience with adults. In Employment and Community Services we need administrative surveyors and program surveyors who have experience in autism and deaf and blind services.

TRAINING

CARF training events have taken a break for the summer, but will start up again with a CARF 101 session in September. To view the CARF Calendar click on the following link:

<http://www.carf.org/pdf/CanadaSeminars.pdf>

In-class training in B.C. is provided free to MCFD/CLBC funded agency staff. Spaces will be limited to two staff per agency, available on a first come-first serve basis. **A registration form for CARF events happening in B.C. can be found online at: www.carfcanada.org/education.**

Please download and complete the appropriate form, then fax or email it to Sharon Martinez at: 1-520-318-1129 or smartinez@carf.org.



Vancouver Coastal Region (VCR) has successfully completed their two-day Accreditation Readiness Assessment (ARA) May 26-27, 2009. As part of this assessment, six mock surveyors visited 14 offices throughout the region conducting a review of VCR's business practices and program areas. Feedback from the ARA was both positive and motivational—identifying both the areas in which VCR is on track as well as areas that need work. VCR is excited to move accreditation forward and has scheduled their mock survey for late November.

Many thanks to the *fabulous* mock surveyors who generously volunteered their time: Norma McKinney, Paul Weetman, Lois Wynne, Michael

McCoy, Ingrid Kastens, and Anne Nikon. Your input is much appreciated!

Please contact Jessica Wilner if you would like to volunteer with the Vancouver Coastal mock survey in November. Experience with C&Y or BH Standards is an asset.



The Council on Quality and Leadership Canada

UPDATE

Preliminary training has occurred with three service providers thus far. CQL Canada is now accepting applications from those of you that have accreditation renewals due in 2011 and beyond. Service Providers should note that there is a lengthy preparation process and built-in training related to CQL Canada accreditation. You are advised to start the process at least 18 months before your accreditation date (ideally 24 months ahead of time).

TRAINING OPPORTUNITIES

CQL Canada has a number of training packages available to service providers, including the areas of: Rights Protection and Promotion, provision of Basic Assurances[®] and using Personal Outcome Measures[®] to determine quality of life and the extent of individualization of services. We also provide coaching and consultation to help develop critical paths and strategic plans. ***Please note that these training opportunities would be delivered at a cost to the agency.***

If you have any questions or would like to discuss accrediting with CQL Canada, please contact Bill Allerton, CEO, at bill@cqlcanada.com or by phone at 705-849-4282.

****Please note: CQL is approved by the ministry to accredit agencies delivering services on behalf of CLBC only (persons with disabilities). Agencies additionally delivering services on behalf of MCFD are not eligible without prior approval from the Accreditation Team.**