

Accreditation Information for Front Line Workers

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 and the People You Serve

As a professional working in a human service agency, you know how important quality services are. Accreditation can make an organization a better place to work and it can improve services to clients by having:

- Clear and responsible leadership and management practices.
- A system in place that collects, assembles, analyzes, and utilizes outcomes data and other collected information to continually improve programs.
- A written plan for obtaining input from persons served that is part of a strategic planning process.
- Cultural competency.
- Monitoring of fiscal management, human resources, and health and safety practices.
- Service provision that demonstrates dignity and respect for all persons.
- Clients informed of their rights starting from their initial contact.
- Respect for the preservation of confidentiality.
- Clients are involved in their service planning.
- Family involvement is encouraged.
- Clients are informed in writing of the complaint procedure. When a client has a complaint or concern, the agency will assist without reprisal.
- Services to children and youth covered under specific stringent standards.
- The agency be thoroughly familiar with the available community resources for their clients.
- The agency works with other service providers when appropriate and possible.