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- Lutheran Services in America
- National Council For Adoption
- National Foundation for Credit Counseling
- National Network for Youth
- National Organization of State Associations for Children
- Prevent Child Abuse America
- Volunteers of America

**Council on Accreditation**

120 Wall Street  
11th Floor  
New York, NY 10005  
212.797.3000  
Fax 212.797.1428

[www.coanet.org](http://www.coanet.org)

June 10, 2009

Rebecca Storey  
Acting Director  
Provincial Services for the Deaf & Hard of Hearing  
4334 Victory Street  
Burnaby, BC V5J 1R2

Dear Ms. Storey:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Provincial Services for the Deaf & Hard of Hearing** through **9/30/2013**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board. Please extend my congratulations to them.

In that regard, enclosed is the recognition of **Provincial Services for the Deaf & Hard of Hearing** as a provider of services of high quality. It includes the following programs:

- **Child and Family Development and Support Services**
- **Counseling, Support, and Education Services**
- **Social Development and Enrichment Services for Children and Youth**
- **Youth Independent Living Services**

This formal notification also includes your Final Accreditation Report (FAR) and a sample news release. A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your Self-Study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. It contains your organization's areas for opportunities; a summary of Fundamental Practice Standards, and a copy of the full accreditation ratings for all Purpose, Core, and Practice standards.

How you use the report and with whom you share it is, of course, entirely up to you. At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your CQI process. Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Jennifer Flowers, Director of Volunteer Services & Accreditation Commission, either by email at [jflowers@coanet.org](mailto:jflowers@coanet.org) or by telephone at 212.797.3000, extension 232, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,



Richard Klarberg  
President and Chief Executive Officer

RK: cw

Attachment

P.S. Attached is a copy of a draft memo you might consider using for your staff and board. If you require any additional assistance or information, please contact me.



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## COUNCIL ON ACCREDITATION

*Attests That*

**Provincial Services for the Deaf & Hard of Hearing  
Burnaby, BC**

*Is*

**ACCREDITED**

Achieving the Highest Standards of Professional Practice for the Following Services:

**Child and Family Development and Support Services, Counseling, Support, and Education Services,  
Social Development and Enrichment Services for Children and Youth, and Youth Independent Living Services.**

**Accredited Through  
September 30, 2013**