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# Accreditation Community Living

## *Our Journey to Excellence*

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May 2006—Volume 2, issue 1



**Greater Vancouver Community Services Society**



### Accreditation Update

The GVCSS Accreditation Project has been one of the highest priorities in this organization for the past year as we prepare for an external review of our Community Living services in June 2006.

### Confirmation of CARF Survey Dates

We have been notified that GVCSS's Accreditation Survey with CARF (Commission on Accreditation for Rehabilitation Facilities) will take place June 12—14, 2006. A team of two professional surveyors from CARF will devote three full days at GVCSS reviewing our documentation, interviewing people who use our services, their families, our staff and other interested parties. There will be one Administrative Surveyor who will be based at our head office, and one Program Surveyor who will conduct home visits and arrange interviews with persons served, family members and staff.

#### BACKGROUND

The Greater Vancouver Community Services Society (GVCSS) formally launched the accreditation process for our Society in January 2005. It marked the beginning of an 18 month process that will culminate in a three year Accreditation Certificate with CARF (Commission on Accreditation of Rehabilitation Facilities). Our Society is committed to a collaborative process that will involve all stakeholder groups including the people we support, their families and advocates, volunteers, staff, managers, Board members, funding authorities, community members and other interested parties. A steering committee chaired by our Director of Community Living (Madeleine Beaton), will be responsible for demonstrating that GVCSS is providing services to persons with developmental disabilities in accordance with the standards established by the accrediting body - CARF. Our goal is to achieve accreditation from CARF by the summer of 2006.

#### What Issues or Concerns Will Be Of Interest to the CARF Surveyors?

Because a primary objective of CARF is to ensure that a provider is delivering high quality services, the Surveyors will be interested in learning more about the answers to these questions:

- Are our services provided in a clean, safe and home-like setting?
- Does each individual receive the services she/he needs and wants?
- Does each individual feel respected?
- Do the individuals in our care have the opportunity to take part in the planning of their services?

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## Who Will be Interviewed by the CARF Surveyors?

It is expected that the CARF surveyors will be seeking a broad range of feedback from the organization, and that interviews will be conducted with representatives from the GVCSS Board, Finance, Human Resources and other Senior Management including the Executive Director and the Director of Community Living. Direct input related to the actual services delivered is particularly crucial, and with this objective in mind, CARF surveyors will want to interview the House Supervisors of each program, in addition to a sampling of the care staff, families and individuals served in these programs. We will be contacting families to facilitate meetings as we get closer to the Accreditation time frame.

## Focusing On The Goal—Accreditation 2006

There are so many people in this organization who have contributed time and effort towards the goal of Accreditation for GVCSS. We are extremely grateful for receiving such overwhelming commitment and professional support from everyone associated with the Accreditation Project. This has truly been a team effort—kudos to all.

*Ron McLeod*  
*Executive Director*

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*For more information on the Accreditation Project at GVCSS*, please contact the Accreditation Project Manager Madeleine Beaton or any of the people listed on the Steering Committee (see April 2005 Accreditation Bulletin). We can be reached at head office by phone at 604-737-4900, or you can arrange to meet with one of us to discuss Accreditation in greater detail.

Please stay tuned for the next Accreditation Bulletin which will be posted on the Agency Web site.