



Accreditation Community Living

Our Journey to Excellence

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Greater Vancouver Community Services Society

Accreditation Update

GVCSS has made excellent progress in the ongoing Accreditation Project for our Community Living program and this important initiative will continue to be one of the highest priorities of the Society until we complete the survey of our services in June 2006.

GVCSS is Pronounced Ready for CARF!

On September 14, 2005, our Society underwent a mock survey to determine how prepared we were in meeting the standards set by CARF (Commission on Accreditation of Rehabilitation Facilities). We were fortunate to have Gordon Tulloch, from Mainstream Association for Proactive Community Living, conduct our mock survey as he has considerable expertise with the Accreditation process. Gordon spent the day reviewing our organization's policies, procedures, and guidelines, and provided valuable feedback for areas of improvement in order to comply with CARF standards.

In the morning, Gordon met with the Community Living Director, Madeleine Beaton, and the Supervisors from the program to review all aspects of service delivery. In the afternoon, Gordon had the opportunity to meet with Ron McLeod regarding Board Governance and organizational policies; Mary Norris regarding Finance policies; Gary McGregor regarding Occupational Health and Safety policies; and Robin Grant regarding Human Resources policies. Joining us for part of the day to offer her insights in relation to Board Governance was Joan Stace-Smith, the Vice-President from our Board of Directors. Diane Raniseth and Laura Johnson played pivotal roles as well in ensuring that all of our policies and business reports were organized clearly for Gordon's review.

At the end of the day, Gordon Tulloch made it clear to all members of the Accreditation Team that GVCSS was doing an excellent job of meeting CARF standards. He sent a follow up report to us that pronounced our Society ready for CARF in all aspects of the standards.

BACKGROUND

The Greater Vancouver Community Services Society (GVCSS) formally launched the accreditation process for our Society in January 2005. It marked the beginning of a 12 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 June 2006.

Next Steps

1. Submit “Intent to Survey” Application

GVCSS is now ready to submit an application to CARF for a comprehensive survey next June. As a result of our success in passing the mock survey, the Ministry for Children and Family Development will provide funding to cover the associated costs of a full site survey which will involve a team of external surveyors dedicating three days to reviewing all aspects of our operations.

2. Approve and Implement New Policies, Procedures and Guidelines

The GVCSS policies, procedures and guidelines are currently under review by our senior management team and the Society’s Board of Directors. We expect the review process to be completed shortly and the finalized versions of our policies, procedures, and guidelines to be distributed to all GVCSS employees no later than December 31st, 2005. Community Living employees will receive additional program-specific documents at that time. It is our goal to post the new policies, procedures and guidelines on the GVCSS Web site early in the New Year.

3. Stay the Course

We look ahead with excitement and anticipation to June 2006 when we will have the opportunity to participate in the formal on-site Accreditation survey. The expected outcome is that all of our efforts will culminate in a three year certificate for GVCSS. Given the promising results of our mock survey, it appears as though we are on the path to success.

Ron McLeod
Executive Director

GVCSS is extremely proud of the accomplishments we have made together in the Community Living Program since 1988, and we salute the efforts of staff, family and Board members who make a real difference in the lives of people with a developmental disability.

For more information on the Accreditation Project at GVCSS, please contact our Director of Community Living and Project Manager Madeleine Beaton at 604-714-3506. Your comments and feedback are also greatly appreciated.

Please stay tuned for the next Accreditation Bulletin which will be posted on the Agency Web site and included with our monthly newsletter.