
Accreditation Community Living

Our Journey to Excellence

July 2005—Volume 1, issue 2



Greater Vancouver Community Services Society



Accreditation Update

The GVCSS Accreditation process is now well underway which means that many of us in the organization are working diligently in preparation for our Mock Survey in September while setting our sights on the actual CARF Accreditation Survey that is scheduled for the early part of 2006.

Review of the Agency's Policies and Procedures

Our Accreditation Consultant, Sue Hill, is assisting us in the review and development of policies, procedures and guidelines to reflect accreditation standards, employment standards, collective agreement language, health and safety regulations and contract expectations. This major documentation review will encompass all areas of the organization including Board governance, administration, human resources, finance, occupational health and safety, and direct services.

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 the spring of 2006.

The final product will be a Policy, Procedure and Guideline Manual that describes how our current operational and administrative systems either meet or exceed the CARF standards. While this is a mammoth task for the Agency to undertake, we sincerely believe that the end result will demonstrate to interested parties that GVCSS is truly responsive to the individuals we serve, and accountable for the quality of services provided in the community.

Family and Friends Satisfaction Survey— 2005

The Accreditation Steering Committee wishes to express appreciation to all family, friends and other interested people who took the time to complete the GVCSS satisfaction survey. Your responses have provided us with valuable feedback in a number of key program areas, along with presenting our Society with many constructive recommendations as to how the Community Living program might better meet the needs and aspirations of the individuals we serve. The information gleaned from the surveys will be made available to the general public in the near future, and a special report will be posted in the Accreditation section of the GVCSS web site located at www.gvcss.bc.ca.

The Countdown to Accreditation

Still to come....

Over the summer months, the Accreditation Steering Committee at GVCSS will continue to work closely with staff, individuals and families in an effort to prepare for the upcoming Mock Survey in September. We want to keep the communication lines open so that everyone concerned has an opportunity to ask questions or seek clarification about the Accreditation process.

We are confident that the Mock Survey will demonstrate that GVCSS is providing a respectful and supportive living environment for the individuals we serve, that we subscribe to and adhere to rigorous health and safety standards, and furthermore that we are responsive to the needs and goals of the individuals in our care.

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.