

Community Living Accreditation Survey
- An Overwhelming Success!
June 12 – 14, 2006

On the afternoon of June 14, 2006, GVCSS Board members, Management and Community Living Supervisors gathered to meet with CARF Surveyor Dale Wagner for his verbal report regarding the GVCSS Community Living Accreditation Survey which he and Program Surveyor Debra Dickinson conducted from June 12 – 14, 2006. After this extraordinarily positive report, Community Living employees, Management and Administrative Team members were forwarded the following email by Executive Director Ron McLeod congratulating them on this exceptional achievement.

On behalf of the Board of Directors of GVCSS I would like to congratulate each and every member of the Community Living Department for the excellent survey results that you have achieved in this week's CARF Accreditation Survey. Although we have not yet received the formal accreditation award, we did receive a fabulous verbal briefing from the lead CARF surveyor yesterday, and his summary of the program review indicates that the GVCSS Community Living Department is performing at a level much higher than the standards set throughout BC, Canada and the United States . The surveyor (Dale Wagner) repeatedly applauded this Agency and program staff for the extraordinary care and professional services delivered to persons with developmental disabilities, and reiterated on several occasions that we are outstanding in nearly every facet of our operations. He also commended staff for the remarkable efforts each of you have put into making the residences feel like a real home to the individuals we serve, and for being sensitive and responsive to the needs and goals of our clients.

In statistical terms, we received special commendation for demonstrating strengths in 16 categories of the survey (8 is usually considered satisfactory), and special mention was made of our focus on community/client inclusion and effective organizational policies, practices and procedures. Only 3 recommendations were cited as areas for improvement (typically 20-25 recommendations for improvement are given in a first survey).

I am sure that Madeleine and the House Supervisors will be giving you more details of the survey in the days to come, but I must say that these results are both incredible and especially gratifying for everyone who has been part of the Accreditation process. More importantly, this external recognition of our excellence in providing a high quality Community Living program is actually a reflection of the dedicated, experienced and compassionate staff who make such a valuable contribution each day to the health and well-being of the people residing in our group homes.

Each of you shared the burden and responsibility of embarking on this "Journey to Excellence" throughout the last 18 months, and I want to personally thank you for all your hard work and perseverance in making this goal a reality.

We look forward to celebrating this remarkable achievement in the near future, so please stay tuned!

All the best,

Ron McLeod
Executive Director/GVCSS