



## Organization Compensation for Volunteer Support

CAC has over the years has established a rich network of volunteers to support our structures and processes. This network has enabled us to remain competitive by passing on savings to the organization in term of lower costs. Through the utilization of volunteers, CAC maintains a strong connection to the organizations we serve and provide organizations the opportunity to have a voice within the development of our processes.

Organizations who currently participate with the lending of their staff to our reviews and committees have communicate they receive value, but have expressed concern about the cost of releasing their staff to these activities. In an effort to reduce the burden on the organization CAC has developed a compensation program to support those programs that regularly support the CAC accreditation process.

The compensation program will seek to create efficiencies in the administration of volunteers and will reward the efforts of the individuals and organizations who participate. The rewards in terms of the individuals will be to provide enhanced recognition of the time and level of involvement within the CAC accreditation process. Organizations who lend their staff will be able to earn credits that can be used to reduce cost on the onsite fees and to assist in their personnel training requirements.

The follow highlights some of the benefits to better assist you and your programs:

- 1. Organization of volunteers** – A rotation system is established that will work through our list of trained volunteers. CAC maintain up-to-date files on each volunteers and ensures they participate in the require training and screening prior to being permitted to go onsite.
- 2. Established Team Leads** – Team Leads are Senior Managers with significant experience and who have undergone an advance level of training. Team Leads are often consulted for feedback on the development of standards and processes used by CAC.
- 3. Training certificates** –Reviewers and Team Leads are provided with ongoing training opportunities to support their understanding of standards and the accreditation process.
- 4. Organization recognition** – On an annual basis the organization will be presented with a certificate of appreciation and a letter to support their commitment toward excellence in service delivery.
- 5. Compensation for volunteers** – Compensation will be provided for organizations who maintain minimally 100 credits within any twelve month period. For each day staff is lent to participate within in a review or committee, CAC will award the following credits:

Onsite Days	Organization costs	Credits
1	\$ 200	10
2	\$ 400	25
3	\$ 600	35
4	\$ 800	45
5	\$1000	55

*\* Day is based on a 24 hour time period*



- a. As most reviews are two days the average cost to the organization would be about \$400 or about \$200 per day. CAC compensation package is designed to cover most of the cost of lending of staff providing that the organization is maintaining minimally 100 credits within the twelve month prior to the organizations onsite review.
- b. Programs that maintain 100 credits will have the following:
  - access to free training for their staff (Peer Review and Team Lead Training);
  - access to free First Aid Training (maximum of four staff per calendar year);
  - access to free CAC training workshops (training is held at our locations);
  - reduced cost of one onsite peer reviewer for each onsite review (cost savings of \$ 450 per day);
  - access to one free annual onsite two hour orientation session.
- c. Hours will be based on a 12 month accumulation and will not be transferred forward. The following chart is an example of how credits could be accumulated.

**Example:**

Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Year
25					25			25			25	2010
		55		25					25			2011

- d. As staff participate within the CAC accreditation process the appropriate credits will be added to the organization records. Once 100 credits have been earned CAC will contact the organization and will provide opportunities to utilize the rewards. It will be the organization’s responsibility to monitor the accumulation of credits as each month one month is dropped and a new month is added. For example in the above chart the organization would have earned their 100 credits in December, but would be reduced to 75 credits in January as the 25 credits from the previous January would be removed. By managing the credits an organization can maintain constant access to rewards and benefit from the cost savings related to those credits.

CAC values the relationship that we have established with the various organizations and individuals over the years. We truly believe your involvement provides CAC with the balance and the insight needed to maintain an efficient and meaningful process that effectively evaluation and builds capacity to strive for excellences.