

Canadian Accreditation Council Newsletter



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Achieving Excellence Together

New and Updated Standards

This year will mark a change in our standards and delivery of services to you.

Adult-Based Program Standards

We have developed a set of standards for Adult-Based Programs and after two years we are almost ready to present them to our organisations. These standards will be used to address the specialized needs of programs that support adults while still using the process that we have developed for our

Child, Youth and Family Standards.

The Adult-Based Program Standards will be launched on May 15, 2011. If you are interested in receiving an electronic copy, contact our office at 780-424-4498.

Updated Process Manual

In an effort to make the accreditation process as clear as possible and to ensure that it remains transparent, we have updated our Process Manual to offer more clarity.

Changes to Child, Youth and Family-Based Standards

In addition to adding clarity to our Process Manual, we have also taken the opportunity to improve our Child, Youth and Family-Based Standards. The 2011 version of these Standards will be available on May 15, 2011. A Comparison Chart of our 2008 version of Standards with 2010 revisions to the 2011 Standards will be made available at that time.

Training Centre — What We Can Offer You

Currently, the courses we offer are:

- EMP First Aid Training
- Self-Harm Training
- Suicide Awareness Training
- Suicide Intervention/Self-Harm Training
- Orientation to Accreditation
- Accreditation Training Modules
- Reviewer Training
- Team Lead Training

At CAC, we strive to provide organisations and individuals with the tools they need in order to attain excellence.

As an extension of this philosophy we've created our Training Centre, providing participants the opportunity to learn about topics that impact them.

We are happy to be able to provide a wide range of sessions and workshops, each one taught by a qualified instructor who will be able to help participants fully explore the topics presented. They also pride themselves on being able to engage participants in the learning process. Our instructors believe that participation is essential to the re-

tion of knowledge and so they strive to make the training as interesting and interactive as possible.

When it comes to hosting a training session, we can accommodate your organisation's needs. We are able to host any of the training sessions at our office or our trainers are also able to travel to your facility to train groups of 8 or more.

If you are interested in any of our sessions, please see the enclosed brochure or contact us.

New and Exciting Technology

As technology continues to change, CAC continues to adapt and offer services to simplify your accreditation process. We currently offer a great deal of information about ourselves on our public website, www.cacohs.com, as well as information about upcoming training and services that we offer.

In addition to our public website, we are proud to be celebrating our first year of the **Accreditation Support**

Network (ASN), a unique system that allows our organisations to remain connected to us as well as to one another. The ASN gives you the opportunity to ask questions of our staff members, find information and previously asked questions, as well as give you access to an internal email system that is secure as well as maintained by CAC. This system will also allow you to save electronic copies of our Process Manual, Standards, and Accreditation Tools.

The other system that we are in the final stages of developing is the **Accreditation Management System (AMS)**. With the AMS, organisations will be able to complete their Self-Study directly through our database by sending their Policy and Procedure Manuals electronically to our office, then fill in the remaining documentation directly online through our system. Please continue to follow our website for more information about the upcoming launch.

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Our Accreditation — ISQua International Accreditation Programme

The process of accreditation is a meaningful and purposeful pursuit for organisations to undergo, including CAC.

In order to improve the quality of service we provide to you, we have started our own accreditation process with **ISQua, The International Society for Quality in Health Care**. The ISQua International Accreditation Programme works to 'Accredit the Accreditors' on an international level by evaluating standards as well as the organisation as a whole. ISQua's mission is '**Driving continual**

improvement in the quality and safety of healthcare worldwide through education, research, collaboration and the dissemination of evidence-based knowledge', a mission we feel very strongly about ourselves.

Throughout the upcoming year we will be working through our own accreditation, periodically asking you for feedback and evaluation of our processes and standards. Thank you very much in advance for your co-operation with this process as we look to expand the quality of our

services.

If you have any questions about ISQua or the process we will be undergoing, please contact us and we will be happy to discuss our accreditation with you.



Benefits for Your Organisation

The process of accreditation is a daunting one for many organisations. In order to help you to succeed we have a variety of **Value Added Benefits** to offer, many of which are unique to CAC. These benefits have been implemented in order to help us support you in your accreditation process. You can read about two of them here:



Free Half Day Session

The Free Half Day Session is an opportunity

for you and your staff to meet the CORE Support person who will be conducting your review and spend time talking with them. They will be able to provide you with tools, information and direction for your upcoming accreditation.

Resource Room

We have a wide range of information for organisations to utilize at our main office. Our Resource Room houses journals, books, legislation as well as Policy and Procedure Manuals from organisations that have

been through the accreditation process. These manuals are exceptional examples from organisations that have been kind enough to give us permission to allow other organisations to view them. If you're interested in coming to our resource room, please contact us to set up a date.

These are just a couple of the Value Added Benefits we offer to our organisations. For a complete list, please visit our website at www.cacohs.com or feel free to call us for more information.

Giving Back to Organisations That Give Us So Much

Over the years we have relied on our volunteers and the organisations that provide them to us. Our volunteers help us to retain a strong connection to the organisations we accredit, allowing us to get feedback from them and giving them a voice in the development of our processes and standards.

We have always believed that a peer review process allows for a

more comprehensive view of an organisation during accreditation. The organisations that we accredit are the ones that are generous enough to provide volunteers for us and in order to recognize this and give something back, last year we began a **Compensation Program designed to translate hours spent volunteering into discounts for the organisations that provide those volunteers**.

The program works by giving organisations credit for the days that their staff are onsite. If an organisation accumulates enough credits throughout the year those credits are translated into savings during the onsite as well as for training.

For a complete listing of the benefits of the Compensation Program, please visit our website at www.cacohs.com.