

Canadian Accreditation Council Newsletter



Achieving Excellence Together

Volume 1 Issue 2 October, 2011

2011 Edition of Child, Youth and Family Standards

The past few months have been busy at CAC, but we have been able to completed several projects that we are excited to be sharing with you!

The **2011 Edition of Child, Youth and Family Standards** were released to our organizations and volunteers at the end of July with great success. Electronic copies of the manual are available for free and hard copies of the book are available for \$50 plus applicable taxes.

The majority of the changes that have been made to the Process Manual and Standards are focused around the clarity of the writing and the grouping of the standards. For a complete listing of the changes to the standards, we have included Standards Comparison Charts for the Generic, Program Specific and Enhancement Designations in Appendices B, C and D of the manual.

We have also staggered the effective date of the new standards to provide our organizations with the

time needed to adapt to the new standards. Organizations currently accredited with CAC will have until April 2012 to become compliant to the new standards. Organizations currently undergoing the accreditation process with the 2008 Edition with 2010 Revisions will continue to use those standards but submit a plan for compliance with the 2011 Edition with the Annual Declaration. Organizations applying will be given the choice of the standards edition they would like to use until November 1, 2011.

2011 Edition of Adult Standards

At the beginning of September the **2011 Edition of Adult Standards** were released to our organizations and volunteers after 2 years of development. The Adult Standards have been designed from the framework of our established Process and include Program Specific and Enhanced Designations that support the specialized needs of adult-based programs.

Since this is a new chapter in the development of CAC, organizations wishing to have their programs accredited as adult-based programs

will need to use these standards. These standards have also been emailed to all organizations and volunteers in an electronic format. Electronic copies are available for free and hard copies of the manual are also available for \$50 plus applicable taxes. Please contact the office to request a copy.

The Adult Standards have been provided in a separate document from the Child, Youth and Family Standards in order to improve clarity but a comparison to the Child, Youth and Family Standards are

also available in Appendix B of the 2011 Edition of Adult Standards for your convenience.

We are also going to be starting training for people who are interested in becoming reviewers for CAC with the Adult Standards. If you have experience with Adult-Based Programs and would like to become a reviewer, please contact Lindsay at lmclintock@cacohs.com.

If you have any questions about our Adult Standards, please call our office at 780-424-4498.

Orientation to the New Standards Open House

To provide our organizations with as much support as we can for implementing our new 2011 Editions of Standards, we are hosting Open Houses across the province in the upcoming months to introduce the changes and give organizations the opportunity to ask questions. These sessions will be geared towards any volunteers and organization representatives who are interested in learning more about the changes in the 2011 Editions of standards.

The first sessions will be held in Edmonton on

October 7, 2011
October 14, 2011
October 21, 2011
October 28, 2011

with future sessions to be scheduled in Red Deer, Calgary and Lethbridge in the next six months.

The sessions will be split into two

sections each day, with the morning dedicated to information for Team Leads and Reviewers and the afternoon dedicated to information for Organization Representatives.

For organizations unable to attend these sessions, we will be recording the information we discuss and will make it available on the Accreditation Support Network (ASN). Registration is not required, so please feel free to come and learn with us!

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Welcome to the Calgary Homeless Foundation Programs

During the next year CAC will be working with the Calgary Homeless Foundation (CHF) to accredit Case Management Programs funded by CHF using CAC's process and CHF's standards. This endeavor is a part of Calgary's 10 Year Plan to End Homelessness, issued in January of 2008. The goal of the plan is to quickly move people experiencing homelessness into appropriate housing first and then work on the issues that contributed to their homelessness from the stability and safety of a home.

The **2011 Edition of Standards of Practice for Case Management for Ending Homelessness** have been released and the application for the



Calgary
Homeless
Foundation

process is available on the Calgary Homeless Foundation Website (www.calgaryhomeless.com) or CAC's website (www.cacohs.com). If you are interested in more informa-

tion please contact our office at 780-424-4498.

The standards developed by CHF are the first of their kind in North America and were created with input from the local community, national and international experts, service consumers and an exhaustive review of literature. If you are interested in becoming a reviewer for the Calgary Homeless Foundation Program accreditation, contact Lindsay at lmclintock@cacohs.com. Training will begin soon!

Update on the ISQua Accreditation of CAC Standards and Organization

Over the past year we have been convening a special committee and working on developing standards that best fit the needs of our organizations seeking accreditation. We have also been working towards completing our own Standards Accreditation through the International Society for Quality in Health Care (ISQua). After a great deal of work from our volunteers and staff, the final pieces of the Standards Accreditation are nearly complete and will soon be sent to ISQua.

At this time we would like to say

thank you to all the volunteers who worked tirelessly to help us achieve this goal and to all our organizations who have provided us with the feedback we needed in order to provide you with the best services possible. It has been a large task, but we have been able to complete it together. Thank you everyone!

The final submission of the materials will be done in mid-October and we are expecting the results of the process in January of 2012. As we find out more information we will keep you up to date with the results

of the review.

We are also setting our sights on the next stage—the accreditation of CAC as an organization. We will be convening two special committees to help us work on this phase of the accreditation and will also be sending out new information and surveys for our organizations to help us with as well. We would like to thank you again for your continued understanding and help with this process. We are working hard towards providing you with the best service possible.

New Training—Medication Administration Training

In our continuing efforts to bring you training for service delivery excellence, we will be offering **Medication Administration Training** for organizations.

The purpose of this training is to help front-line staff safely and effectively deliver prescribed medications to persons served.

This course will be taught by two

trainers through CAC in order to provide you with the best information available. Deridre Gerro, a CORE Support staff at CAC and Trainer will provide her expertise with the standards and Diana Mayers, a Registered Nurse will be providing information about the direct administration of medication to persons served.

If you are interested in booking any

of our other training courses and for up-to-date information and schedules, contact Lindsay at lmclintock@cacohs.com.

