

Canadian Centre for Accreditation Centre canadien de l'agrément

Webcast Accreditation Standards and Process

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**THE ONTARIO
TRILLIUM
FOUNDATION**



**LA FONDATION
TRILLIUM
DE L'ONTARIO**

Welcome

- John Ellis, Family Service Ontario
Chair – Steering Committee
- Nena Pendevska
Project Manager

Purpose of the webcast

- ❑ Provide information about initiative and progress of the project
- ❑ Gather on-line feedback to the Working Group from membership
- ❑ Provide an opportunity to register as critical readers and/or express interest to participate in the pilot project

Agenda

- ❑ About the Project
- ❑ The CCA Model
- ❑ CCA Vision, Mission and Values
- ❑ Benefits of Accreditation
- ❑ CCA Accreditation Program
- ❑ CCA Accreditation Process
- ❑ Next Steps

Membership – Working Group

- ❑ Karen Shaver, Big Brothers Big Sisters of Canada
- ❑ Joanne Johnston, Children's Mental Health Ontario
- ❑ Barbara Wiktorowicz, Community Organizational Health Inc.
- ❑ Bonnie Hoppe, Family Service Ontario
- ❑ Catherine Simunovic and Shelley Thibert, Ontario Association of Children's Aid Societies
- ❑ Carol Fraser, Ontario Association of Credit Counselling Services

About the Project

- ❑ 3-year project; Ontario Trillium Foundation (OTF); Started in August of 2009
- ❑ Coalition of 6 organizations
- ❑ 2010 – Concept phase
2011 - Development phase
2012 – Pilot phase & official launch of the Canadian Centre for Accreditation (CCA)
- ❑ Combine 6 processes to create a new, third party accreditation
- ❑ 3 Working Groups: Accreditation Standards and Process, Governance, Business Operations

The CCA Model

- ❑ Not-for-profit, federally incorporated organization offering accreditation to community-based health and social service organizations in Canada
- ❑ Organizational standards of excellence in Governance, Leadership, Management and 6 program areas:
 - Child Welfare
 - Children's Mental Health
 - Community Health Services
 - Credit Counselling
 - Family Services
 - Mentoring



Vision & Mission

- **Vision:** “Effective organizations strengthen healthy and resilient communities”
- **Mission:** “We provide excellence and leadership in accreditation by assuring quality and continuous improvement in community based health and social services.”

Poll #1 - Do you agree with CCA's Vision?

- Yes
 - No
-

Poll #2 - Do you agree with the proposed Mission statement?

- Yes
 - No
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Values

- ❑ acting with integrity and fairness
- ❑ pursuing quality, excellence and innovation
- ❑ promoting continuous learning and improvement
- ❑ creating opportunities for individual and organizational learning
- ❑ engaging members in ongoing development of CCA

Values – Cont.

- ❑ celebrating success
- ❑ respecting the diversity of members and clients
- ❑ maintaining transparency in relationships and communications
- ❑ accountable for the quality of the work and the achievement of established outcomes
- ❑ ensuring effective stewardship of the resources provided at CCA

Poll #3 - Do you agree with CCA's values?

- Yes
 - No
-

Benefits of Accreditation

- ❑ enhance organizational culture of learning, quality improvement and accountability
- ❑ motivate board and staff to work towards common goals
- ❑ learn about accepted good organizational practices
- ❑ strengthen organization's capacities (systems and processes) in order to improve organizational effectiveness
- ❑ demonstrate to the community, people served and funders, the organization's commitment to ongoing quality improvement and risk management
- ❑ achievements of the organization recognized by a third party

The Accreditation Program



Principles of the Accreditation Program

- ❑ balance between fostering quality improvement, learning, creativity and risk management
- ❑ increasing attention to outcomes of services
- ❑ clear and transparent accreditation expectations
- ❑ being aware of the demands on organizations to prepare for the accreditation process

Principles of the Accreditation Program – Cont.

- ❑ being responsive to a wide range of organizations - small and large, serving different sectors and diverse communities across Canada
- ❑ fostering organizational participation in accreditation in a way that becomes a value-added experience for the organization
- ❑ recognition of the strengths and successes of accredited organizations

Poll #4 - Do you agree with the principles of CCA's accreditation program?

Yes

No

Accreditation Program

- ❑ 4 year accreditation cycle
- ❑ Annual reporting - part of maintaining the accreditation status

Key strategies:

- Pre-accreditation support
- User friendly, electronic self-study
- Volunteer peer cross-sectoral review teams knowledgeable about community-based services
- Additional time, if needed, to meet unmet requirements post on-site review

Poll #5 - Do you agree with the proposed length of the accreditation cycle (4 year)?

Yes

No

Poll #6 - Do you agree with annual reporting as part of maintaining the accreditation status?

Yes

No

Poll #7 – Do you agree with the key strategies for the accreditation program?

Yes

No

Characteristics of Quality Organizations

- ❑ focused around people and communities served
- ❑ safe services and work settings
- ❑ equity in service provision
- ❑ collaborative work practices
- ❑ services based on recognition of the social and physical environments that impact people's well-being and health

Characteristics of Quality Organizations – Cont.

- ❑ attention to the effectiveness of services
- ❑ evidence-based decision-making
- ❑ a “learning organization” culture
- ❑ most efficient use of resources
- ❑ operating in a socially and ethically responsible manner
- ❑ accountable to stakeholders

Resources for Organizations

- ❑ User friendly website with member log in
- ❑ Access to library of documents (policies, forms etc that meet the requirements of the standards)
- ❑ E-version of the standards with hyperlinks to glossary or evidence requirements

Poll #8 - Please propose other ways in which you would like CCA to support you during your accreditation process?

- Please write your comments in the Shared Notes feature
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Standards and Indicators



Generic Standards

- Governance
- Management
- Leadership

Generic Standards

- ❑ Mandatory and Good Practice Standards
- ❑ Indicators to assess
- ❑ Mandatory standard - legislated requirements, significant safety or risk issues, crucial elements of good practice
- ❑ Good practice standard - general promotion of quality improvement and excellence
- ❑ Adapted for all sizes of organization
- ❑ Alignment of CCA Standards with those of Imagine Canada

Topics - Governance Standards

- ❑ Requirements of incorporation and corporate membership
- ❑ Director and officer nomination, selection, and election
- ❑ Governing Body orientation, evaluation and development
- ❑ Governing Body and committee structures functioning
- ❑ Governing Body - CEO (Staff) relationship
- ❑ Strategic planning
- ❑ Governing Body oversight and monitoring of organizational performance

Poll #9 - Do you agree with the listed topics for Governance standards?

Yes

No

Topics - Leadership Standards

- Government relations
- Communications and community relations
- Fundraising
- Advocacy
- Quality improvement
- Organizational culture
- Risk management (incl. occupational health, safety and security of premises)
- Research

Poll #10 - Do you agree with the listed topics for Leadership standards?

Yes

No

Topics - Management Standards

- Financial planning and oversight
 - Organizational planning
 - Policy development process
 - Organizational structure
 - Human resources management
 - Contractual relationships
 - Protecting privacy and security of records, client information
 - Information management system
 - Volunteer management
 - Student placement
-

Poll #11 - Do you agree with the listed topics for Management standards?

Yes

No

Requirements of Accreditation

□ Mandatory Standards

- 100% of mandatory standards have to be met
- 100% of all indicators have to be met

□ Good Practice Standards

- 75-85% of all good practice standards have to be met
- 75-85% of indicators have to be met

Program Standards

- Adopt coalition partners program standards
 - Community Health Services
 - Child Welfare
 - Children's Mental Health
 - Credit Counselling
 - Family Services
 - Youth Mentoring
- Meet needs of multi-service Agencies

The Accreditation Process



Accreditation Process

- Request/ Signed contract
- Sending the accreditation manual/
providing access to web content
- Self-assessment and work plan
- Educational presentation/ webinar
- Set up review teams
- Agreement on timelines and schedule
- Online surveys

Accreditation Process Cont.

- Submit self-study
- Onsite review
- Report
- Feedback from the organization
- Board review of the report and feedback
- Conditional period (if applicable)
- Accreditation recommendation
- Board decision

Proposed elements of an onsite review:

- Facilities check
- Observing programs in action
- Interviews/ online surveys
- Onsite review of documentation
- Presentation of findings to the organization

CCA Resources Required

□ Size and complexity of organization

Approximate number of days for on-site review:

- Category I organizations: 1-2 days (2 reviewers)
- Category II organizations: 2-3 days (2-3 reviewers)
- Category III organizations: 3-5 days (3-5 reviewers)

□ Travel costs

□ Training and support of peer reviewers

Questions & Answers



Progress to Date

- ❑ Review and consolidation of current governance, leadership and management standards
- ❑ Review of other national and international accreditation programs
- ❑ First draft of CCA standards

Next Steps - 2010

- Review of draft standards by critical readers from cross sectors and diverse backgrounds
- Second draft of standards and feedback from stakeholders
- Identification of organizations for the pilot phase

Thank you!

For more information on CCA's
accreditation program,
please contact:

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