

The Accreditation Insider

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About the Project

- This three year project is funded by The Ontario Trillium Foundation
- The project started in August 2009 and it is a collaboration between six organizations
- The name of the accreditation body is **Canadian Centre for Accreditation (CCA)**
- CCA's mission is to provide excellence and leadership in accreditation by assuring quality and continuous improvement in community-based health and social services.
- At CCA we believe that effective organizations strengthen healthy and resilient communities.

The Project



The six Steering Committee members (from left to right): Henrietta Ross (Ontario Association of Credit Counselling Services), John Ellis (Family Service Ontario), Gordon Floyd (Children's Mental Health Ontario), Barbara Wiktorowicz (Community Organizational Health Inc.), Jeanette Lewis (Ontario Association of Children's Aid Societies) and Bruce MacDonald (Big Brothers Big Sisters of Canada)

Envisaged as a collaboration between six organizations, this project aims to deliver an accreditation program tailored to the

needs of the Canadian community based health and social services. The six partners bring to the project a wealth of knowledge

and experience in accreditation in their respective sectors. Our goal is to streamline the six existing accreditation programs into one overarching and independent third party system.

The new accreditation program which will launch in 2012, will be offered through the Canadian Centre for Accreditation (CCA).

CCA will offer organizational standards of excellence in Governance, Leadership and Management, as well as six program areas: Family Counselling, Mentoring, Community Health Services, Children's Mental Health, Credit Counselling and Child Welfare.

Who's Who in our Working Groups

These are the amazing members of our three Working Groups (WGs) - Standards, Business Operations and Governance:

Bonnie Hoppe, Accreditation Coordinator (FSO), *Joanne Johnston*, Director Standards and Services (CMHO), *Karen Shaver*, VP, Agency Services (BBBSC), *Barbara Wiktorowicz*, Ex-

ecutive Director (COHI), *Carol Fraser*, Accreditation Coordinator (OACCS), *Jennifer Eastwood*, Director of finance and Human Resources (CAS Leeds & Grenville), *Andrew Koster*, Executive Director (Brant CAS), *Paula Loube*, Executive Assistant (Brant CAS), *Karen Zanutto*, Former Board president (FSO),

Gordon Floyd, President and CEO (CMHO), *Michelle Hurtubise*, Executive Director (London InterCommunity Health Centre), *Henrietta Ross*, Executive Director (OACCS), *Linda Dayler*, Executive Director (Catholic Family Services of Hamilton), and *Warren Wood*, Manager of Partnerships (OACCS).

Project Update

Funded by the Ontario Trillium Foundation, this ambitious 3 year project officially started in August 2009. The project manager, Nena Pendevska joined the team in November 2009 and the selection of the Working groups' members was initiated.

Since then, the project has progressed according to the plan. The WG Governance has adopted the vision, mission and values of CCA, the corporate membership criteria and developed the draft CCA By-laws. The WG Business Operations has developed a comprehensive list of HR, administra-

tive and financial policies, and is in the process of reviewing the business plan. The WG Standards has been working on developing the format of the new standards, the accreditation process and the content of the generic

of the generic standards. However, all identified stakeholders will be asked to join a webcast in June 2010 for the soft launch of the Accreditation program and to provide their feedback on its different elements.



standards in Management, Governance and Leadership. WG Standards is in the process of recruiting critical readers for the review of the content

The Steering Committee members have been working on some of the strategic issues regarding the legal status, name of the organization and cooperation options with other organizations.

For more detailed information regarding the progress of the project please contact Nena Pendevska at: npendevska@familyserviceontario.org

Message from the Steering Committee

Why get accredited?

Some of the obvious and most often quoted benefits of accreditation are:

- To improve the organization: The framework is an excellent quality toolkit for self-assessment and continuous improvement
- To get expert feedback: Accreditors make recommendations based on experience in health and community services sectors
- To improve staff morale: Attaining

the standards has a positive effect on morale and motivation

- To reassure funders and the community that the organization is well run and that the programs are high quality
- To improve service: Clients are confident that the programs are of high quality.

*John Ellis, Chair
Steering Committee*

Meeting accreditation standards demonstrates competence in the key areas of organization functioning such as governance, financial oversight, risk management, and human resources management in addition to the multitude of sector-specific standards focused on quality of service.

Get involved

We believe that effective organizations strengthen healthy and resilient communities. That is why our goal is to develop an comprehensive accreditation program that best serves the needs of the community based health and social service organizations. By helping these organizations meet the standards focused on quality of ser-



vice we are helping the hundreds of thousands of people served by these organizations. We want to

invite you to get involved and share your knowledge and experience to help us deliver together, a truly best

practice accreditation program.

Whether you are a not for profit looking to get accredited, an association of not for profit organizations or an accrediting agency, we would like to hear from you. For more details on cooperation options please contact John Ellis at: jellis@familyserviceontario.org