

# COHI Bulletin

**BULLETIN No. 7, FALL/WINTER 2009**

Suite 500A – 970 Lawrence Avenue West, Toronto, ON M6A 3B6  
☎ 416-239-2448 • 📠 416-239-5074 • ✉ mail@cohi-soci.ca

www.cohi-soci.ca



## Groups Unite to Enhance Quality and Capacity Through Accreditation

### Joint Project Well Underway with COHI Leadership

The Accreditation Coalition initiative in which COHI is involved is now well underway.

In July, the Ontario Trillium Foundation approved a grant of \$490,500 over three years for a project to develop one overarching accreditation program tailored to community-based human service organizations. The initiative is being undertaken by the Accreditation Coalition, a collaboration involving COHI, Big Brothers/Big Sisters of Canada, Children's Mental Health Ontario, Ontario Association of Children's Aid Societies, the Ontario Association of Credit Counselling Services and Ontario Family Services, which is the grant's sponsoring organization.

Through the project – titled *Enhancing Quality and Capacity in Community-Based Organizations through Accreditation* – we aim to streamline our six accreditation processes into one that unites the best elements of the existing programs, draws from literature and best practices, reduces duplication and inefficiencies,

increases learning and sharing across sectors, and responds to the uniqueness and similarities of community-based non-profit organizations.

The project will allow for the development of modules responding to different sectors, including participating sectors as well as others who are expressing increased interest in accreditation. It will maximize the credibility and quality of the accreditation offered and promote shared knowledge for the benefit of member organizations, clients, partners and funders.

The project has hired half-time Project Manager Nena Pendevska. Working Groups on Corporate Structure, Accreditation Standards and Process, and Business Operations will begin their work in January. COHI has representatives on all three groups as well as on the Project's Steering Committee. The Accreditation Standards and Process Working Group will have sub-groups related to revision and development of standards in each sector.



#### Key developments

There are two developments to which we wish to draw members' attention.

First, early in 2010 COHI and the other five Coalition partners will be making fundamental decisions about the optimal corporate structure for the

...see *Groups Unite*, page 3

## COHI News

### Board Update

COHI is sad to lose May Morpaw, who resigned from the COHI board effective December 2009 due personal reasons. Board and staff will miss her thoughtful input.

The COHI board would like to appoint a replacement as soon as possible and would appreciate hearing from anyone interested. Please contact Executive Director Barbara

Wiktorowicz (bwiktorowicz@cohi-soci.ca or 416-239-2448 x 221) or Board Chair Peggy Nickels (peggyn@langs.org or 519-653-1470 x297) if you are interested.

### Early Notice: Call for Board Nominations

Later in January, COHI will be issuing a Call for Nominations to the Board in preparation for our June 2010 AGM (tentative date June 9). We will have at least two openings and encourage individuals involved with our member organizations to consider putting their names forward. Nominations will be due in early March 2010.

# Preparing for Your BHO Review

## Your Questions

### How will new requirements for corporate information returns affect me?

Is your organization incorporated provincially in Ontario? New requirements for filing Corporations Information Act Annual Returns (CIA AR) came into force on January 1, 2009. For fiscal years ending 2009 onwards, the Canada Revenue Agency (CRA) is collecting the information instead of the Ontario Ministry of Revenue.

For non-profits subject to the Ontario Corporations Act that are charities: File your CIA AR with the CRA along with your *T3010-Registered Charity Information Return* using an *Ontario Corporations Information Act Annual Return Worksheet* (number RC232) and a *Directors/Trustees and Like Officials Worksheet* (number T1235). For non-profits subject to the Ontario Corporations Act that are not charities: File a *Schedule 546-Corporations Information Act Annual Return for Ontario Corporations* with the CRA together with your T2 Corporate Income Tax return.

Your CIA AR must be filed with the CRA within six months after the end of your tax year. Previously (for year-ends prior to January 1, 2009), it was filed within 60 days of the anniversary of incorporation or amalgamation.

Review teams' interpretation of BHO indicator 1.1.6.7 will take into account these changes. BHO will look for evidence that an Annual Return updating information about the board of directors was submitted within the timeframe spelled out in the legislation (i.e., six months after the end of the organization's tax year).

It is the corporation's responsibility to ensure that the information on the public record is accurate and up-to-date. Organizations should continue to file a Form 1-Notice of Change with the Ontario Ministry of Government Services within 15 days of changes.

For more information, see:

- Ontario Ministry of Government Services CIA AR Requirements and FAQs  
[http://www.ontario.ca/en/business/STEL02\\_163191](http://www.ontario.ca/en/business/STEL02_163191)
- For charities:  
Form T1235 Directors/Trustees and Like Officials Worksheet  
<http://www.cra-arc.gc.ca/E/pgb/ff/t1235/>  
Form RC232 Ontario Corporations Information Act Annual Return  
<http://www.cra-arc.gc.ca/E/pgb/ff/rc232/>  
Inquire with the CRA at 1-800-267-2384 (English) or 1-888-892-5667 (French)
- For other non-profits:  
Schedule 546-CIA Annual Return for Ontario Corporations (2009 and later tax years)  
<http://www.cra-arc.gc.ca/E/pgb/ff/t2sch546>

## New Resource!

### Medication and Treatment Errors and Near Misses

There is a new resource in the BHO Resource Library. The document takes the best of several policies from COHI member organizations and other sources and combines them into one comprehensive sample policy and procedures on reporting of medication and other treatment errors and near misses.

Visit [www.cohi-soci.ca](http://www.cohi-soci.ca) and click on Resource Library.

Inquire with the CRA at 1-800-959-5525 (English) or 1-800-959-7775 (French)

- Making Change to your Corporate Information Form 1, Initial Return/Notice of Change  
[http://www.ontario.ca/en/business/STEL02\\_163367](http://www.ontario.ca/en/business/STEL02_163367)

### When must we comply with the new Customer Service Accessibility Standard?

The Accessibility for Ontarians with Disabilities Act (AODA) has the goal of developing standards "in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures and premises." The Accessibility Standard for Customer Service is the first of four standards under the AODA. (The standards will also include built environment, employment, and information and communication.) The customer service standards address those organizations involved in providing goods and services "either directly to the public or to other organizations in Ontario (third parties) and that have one or more employees in Ontario." Thus, they will impact COHI and all the organizations served by COHI.

Compliance dates differ for two types of organizations:

- a) For designated public sector organizations the compliance date is January 1, 2010. These include Legislative Assembly, Ministries of the Government of Ontario, Provincial Boards, Commissions, Authorities and Agencies and the Broader Public Sector such as municipalities, District School Boards and hospitals.
- b) For all other organizations that provide goods or services to the public and have at least one employee in Ontario, the compliance date is January 1, 2012. The rationale for the two dates is to allow organizations time to meet the requirements of the standards and train employees, volunteers, independent contractors and others who engage with the public on their behalf.

COHI has confirmed that community-based health and social service organizations fall under the second category.

COHI (along with AOHC and others) will be providing additional information to the organizations we accredit about the requirements of the Accessibility Standards for Customer Service. These requirements will be integrated into our accreditation standards.

For more information:

- Compliance information and resources from the MCSS on Customer Service Accessibility  
<http://www.mcass.gov.on.ca/mcass/english/pillars/accessibilityOntario/accession/compliance/customer/>
- Accessibility Standards for Customer Service under the AODA  
[www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws\\_src\\_regs\\_r07429\\_e.htm](http://www.e-laws.gov.on.ca/html/source/regs/english/2007/elaws_src_regs_r07429_e.htm)

### What constitutes evidence that staff are “adequately trained” in WHMIS?

One of the areas addressed by BHO’s occupational health and safety standards is the Workplace Hazardous Materials Information System (WHMIS). BHO indicator 1.5.3.2 asks for evidence that “Staff are adequately trained in WHMIS.”

WHMIS training is required for all employees who are exposed or likely to be exposed to a hazardous material or controlled product in the workplace. For the vast majority of COHI member organizations, this will mean all staff are trained in WHMIS.

As evidence that staff are adequately trained, review teams want to have a general idea of the content of the training (e.g., online tutorial table of contents, minutes of OHS committee meeting discussing the content) and some proof that staff have completed it (e.g., attendance list or

confirmation of completion for an education session or e-course).

WHMIS training is only complete when you are trained by your employer in:

- the WHMIS products handled in your workplace, the hazards associated with them and how to handle them safely
- the protective equipment that is there for your use and how to use and care for it
- where Materials Safety Data Sheets are kept
- the workplace’s emergency procedures.

For more information:

- WorkSmartOntario  
<http://www.worksmartontario.gov.on.ca>

### What should an annual review of our WHMIS program entail?

Under the Occupational Health and Safety Act, employers are required to review their WHMIS program at minimum annually or more often if required by a change in work conditions or hazard information. BHO indicator 1.5.3.1 looks for evidence that the organization has checked annually that the program still meets its needs so that staff are adequately trained – from content, to who is trained, to mode of delivery. For workplaces of 20 or more, the review is usually documented in Occupational Health and Safety Committee meeting minutes.

*Groups Unite, from page 1...*

new enterprise. One option being considered is for COHI to transform itself into the joint organization.

In October, we sent a preliminary survey to our members to hear your questions about our evolution in this direction. We appreciate the feedback we received from those of you who responded. COHI will be sending out a communiqué in January further describing the considerations involved in this decision. We need our members’ input to ensure that we make decisions you will support

Second, over the coming year the project’s Accreditation Standards/Process Working Group will be reviewing BHO standards along with the standards of the other accrediting groups as well as best practices in accreditation. COHI will be continuing to consult with members about changes to the accreditation tool and process. We are looking for individuals interested in participating on a CHC sector working group that will be developing standards related to program delivery at community health centres. We will also need critical readers to provide feedback on all the standards as they get developed. Please get in touch with Executive Director Barbara Wiktorowicz if you are interested in participating in any way.

**Editors:** Isabelle Patenaude and Barbara Wiktorowicz  
**For further information, please contact:**  
**Community Organizational Health Inc.**  
**Santé des organismes communautaires**

*Offering the Building Healthier Organizations Accreditation Program*  
Suite 500A – 970 Lawrence Avenue West  
Toronto, ON M6A 3B6  
☎ 416-239-2448 • 📠 416-239-5074  
✉ mail@cohi-soci.ca

**Barbara Wiktorowicz**, Executive Director  
Ph: 416-239-2448, ext. 222  
E-mail: bwiktorowicz@cohi-soci.ca

**Isabelle Patenaude**, Accreditation and Education Specialist  
Ph: 416-239-2448, ext. 224  
E-mail: ipatenaude@cohi-soci.ca

**Stephanie Jones**, Administrative Coordinator  
Ph: 416-239-2448, ext. 221  
E-mail: sjones@cohi-soci.ca

[www.cohi-soci.ca](http://www.cohi-soci.ca)