

# CLS Accreditation Survey 2011

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## **It's Accreditation Time Again!**

2011 has arrived, and with it the reminder that our next re-Accreditation Survey is only ten months away. In November of this year, a team of surveyors from CARF (Commission on Accreditation of Rehabilitation Facilities) will come to visit some of the homes of the people we support, CLS day centres and the Administrative Office.

CARF is a private nonprofit organization that accredits organizations like ours that offer vocational and residential services to people with developmental disabilities. The role of the CARF surveyors is to promote quality, value and optimal outcomes of services through a consultative process that centres on enhancing the lives of persons served. The goal of CARF surveyors is to help us successfully achieve a positive accreditation result.

Over the course of the three-day survey, surveyors from CARF (all of who have a background in the field of community living) will talk with individuals who receive services, family members, external stakeholders such as Community Living BC, and CLS employees. The surveyors will measure the work of the organization against a set of standards that have been developed for our sector. The standards will be used to evaluate our policies and best practices in residential and vocational services, finance, health and safety, accessibility, human resources and the leadership of CLS.

In our last two surveys in 2005 and 2008 CLS obtained a three-year result—the highest level of achievement. We feel confident that our 2011 survey report will once again reflect the excellent support that we provide to individuals and their families, our commitment to continuous quality improvement, and the comprehensive supports and services that we offer to our employees.

Over the next months, we will keep you up to date with the latest Accreditation news via this newsletter.

If you have any questions about CARF, accreditation standards or the re-accreditation process, you can contact Theresa Huntly at the Community Living Society 604.451.8699, extension 308. Or you can also contact CARF Canada toll-free at 877.434.5444.

**Theresa Huntly**  
Director of Quality and Innovation