

# CLS Accreditation Survey 2011

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## **October 26 – 28, 2011. The date is set for our 2011 Accreditation survey!**

From October 26th through the 28th of this year, four surveyors from our accrediting organization CARF (Commission on Accreditation of Rehabilitation Facilities) will be coming to visit the Community Living Society. While they are here, the surveyors will take the opportunity to meet with some of the people we serve and their families, visit with people in their homes and at the day centres, and talk to employees about CLS and the supports we provide.

The surveyors will also meet with CLS Board members and talk with representatives from Community Living BC who are familiar with CLS and the services we offer.

The surveyors will help us to demonstrate that we are meeting the many standards that have been developed to determine the quality of the work that we do at CLS, and how satisfied the people who receive them and their families are with the services they are getting.

Not every home will get a visit this time. CARF will select approximately fifteen locations at random and pass this list on to us a few weeks before the survey. As soon as we hear where they would like to visit, we will let the individuals and families and support staff teams know. Families and other network members are welcome to be present for these visits. In fact, the CARF surveyors appreciate the opportunity to meet and talk with them as much as their time allows.

This is our third round of Accreditation, and once again the survey represents a great opportunity

to highlight all the things that makes CLS the great organization it is: our individual and family-focused services; our creative and flexible approach to meeting the needs of the people we serve; and the dedication, compassion and expertise of our employees.

We are proud of the work that CLS does, and welcome the chance to work collaboratively with the surveyors to ensure that we fully demonstrate that we meet and often exceed the standards of best practice in the field. We are confident that once again in October the CLS will achieve the same full three-year Accreditation result that we have achieved from the last two surveys in 2005 and 2008.

If you have any questions about CARF, the Accreditation process, or the service standards, you can contact Theresa Huntly at the CLS Administrative Centre at 604.451.8699, ext. 308. Or you can also contact CARF Canada toll-free at 877.434.5444.

**Theresa Huntly**  
Director of Quality and Innovation