

CANADIAN CENTRE FOR ACCREDITATION

Boost CYAC Training Program
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Sophie Bart, Executive Director

Dorene Weston, Accreditation Specialist

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Session Overview

- About CCA and Our Approach
- The Accreditation Process and Standards
- Opportunities to Get Involved
- Q & A



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What is the Canadian Centre for Accreditation?

The CCA is a non-profit organization serving over 200 organizations in

Child & Youth Mental Health

Child Welfare

Community Support Services

Credit Counselling

Family Services

Mental Health & Addictions

Primary Health Care

Youth Justice

We support community health and social service organizations to deliver effective, equitable and high-quality care, by providing leadership and excellence in community accreditation services.

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The CCA Approach

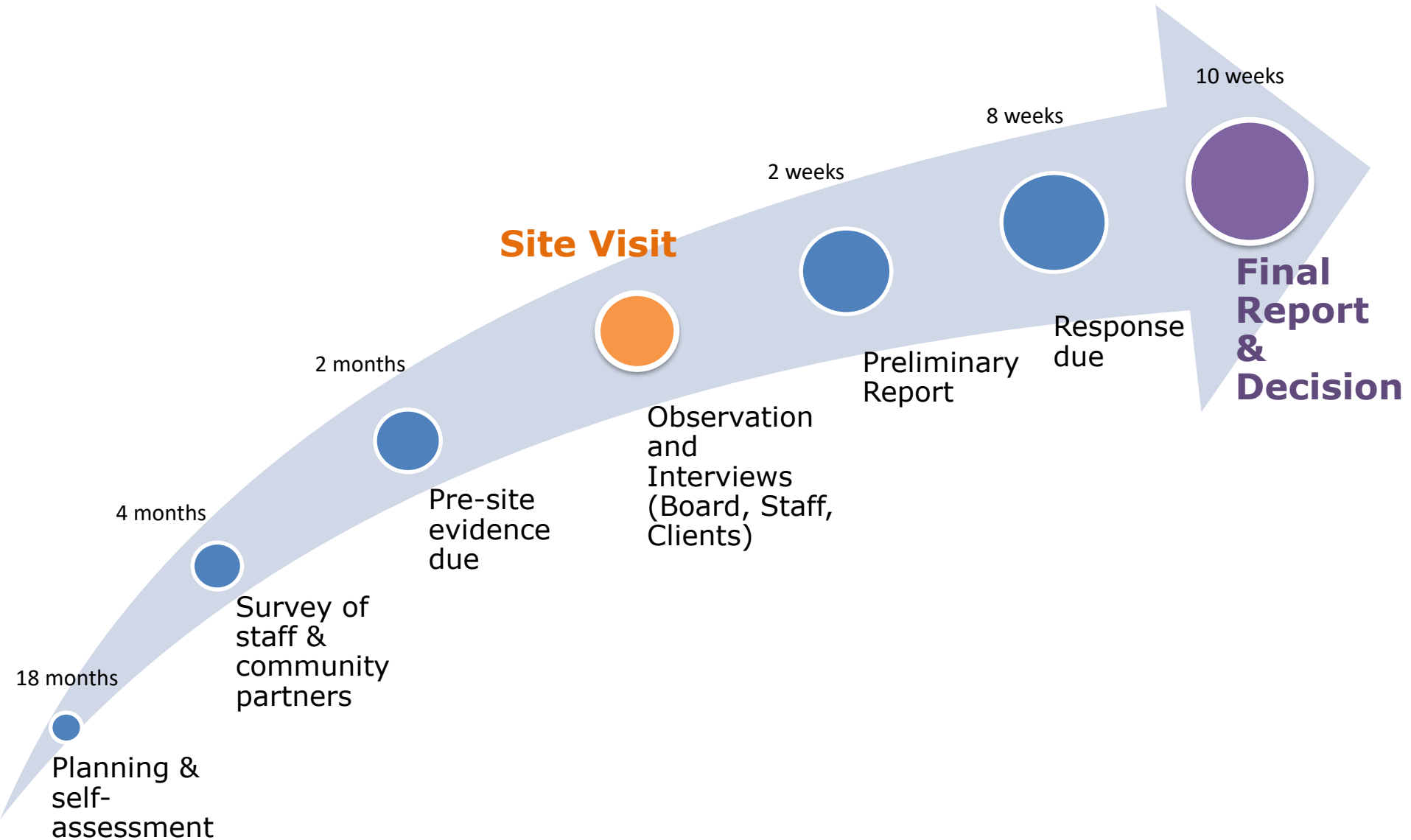
The best fit for community health and social services

- ✓ Rooted in community
- ✓ Locally respected, internationally recognized
- ✓ Breadth and depth of standards
- ✓ Personalized and responsive support
- ✓ Grounded in quality improvement

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The Accreditation Process



4-year accreditation cycle with a Quality Update 18 months post-accreditation

Resources and Supports throughout the Process

- Staff team: Accreditation Specialist and Accreditation Coordinator
- Self-Assessment Tool
- The online GoCCA database
- Online Resource Library of leading practice samples



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CCA Standards: The Foundation

- **Evidence-based** and **continuously updated**
- **Designed and reviewed with input** from a diverse range of community experts and experiences
- Grounded in **health and social equity** and in actively addressing barriers to service
- **Centred on the people** who deliver, receive and are impacted by your programs and services
- **Flexible application** based on your organizational profile (considers size, structure and programming)

CCA Standards: The Foundation (cont.)

Standards support excellence in service provision through:

- A **strength-based** approach to service delivery
- Ensuring **safe** services and work settings
- Promoting **efficient** use of resources to achieve outcomes
- A drive to **improve outcomes** for clients

The Modules



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Example: Child and Youth Mental Health (CYMH) Standards

Organizational Standards

- Organizational Foundations
- Board Governance
- Quality, Risk Management and Performance
- Knowledge and Learning
- Programs and Services
- Indigenous Informed Approach
- Relations with Community
- Stewardship and Financial Management
- Human Resources
- Volunteers and Students
- Information Management

CYMH Standards

- Intake and Assessment
- The Service Process
- Service Coordination and Collaboration
- Continuity, Transitions and Follow Up
- Crisis Services
- Intensive Services
- Program and Services
- Child, Youth and Family Engagement

How Standards are Structured

Module → **Components** → **Standard** → **Indicator**

CYMH-INTK-1.2

Module	Child & Youth Mental Health Standards
Component	Intake and Assessment
Standard	There are defined eligibility criteria and clear pathways to access the organization's child and youth mental health programs and services.
Indicator	Information on eligibility for services and guidance on how to access services is readily available to potential clients.

How Standards are Structured (cont'd)

Mandatory

- Legislated requirements
- Significant safety or risk issues
- Crucial elements of good practice
- All must be met

Leading Practice

- Quality improvement and excellence
- About 80% must be met

Note: up to 9 months before the site visit, organizations may request an exemption for some mandatory standards that do not apply.

The Site Visit

The Review Team conducts an on-site visit to collect the remaining evidence needed to assess all indicators.

The site visit includes:

1. Orientation and tour of the site
2. Interviews with Board, ED/CEO, staff and clients
3. Onsite observations
4. Verbal wrap-up

Review Team Composition



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The Quality Update

A Quality Update is due 18 months from the start of your accreditation term. You will receive a reminder in advance.

The Quality Update has 4 components:

1. Report on any expansion, reduction or elimination of programs or services
2. Progress report on the Quality Improvement areas that were identified in the Final Accreditation Report
3. Short description of other new quality improvements or achievements
4. Sign-off and affirmation that the organization continues to comply with CCA Mandatory Standards.

CCA Fee Structure

1. Base Annual Fee

- Sliding scale from \$1,051.87 to \$9,632.67
- Based on organization's annual operating expenditures

2. Review Fees

- Based on the number of days and number of reviewers needed to complete the site visit
- Typically 3 reviewers x 3 days
- \$500 per reviewer per day

Roles for Board and Staff

- ✓ **Review updates to standards** from last accreditation cycle
- ✓ Participate in **gap analysis and self-assessment** against standards
- ✓ **Use standards to inform development** of new policies, procedures and practices
- ✓ **Prepare for on-site interview**, including mock interview run-through
- ✓ Participate in **Quality Update**

Tips from Colleagues

- Use the standards as **an ongoing reference**
- Strike an **accreditation work group** which includes both board and staff representation
- Develop an **“orientation to accreditation”** for new Board and staff members, including learnings from past accreditation cycles
- **Become a reviewer** or ensure your organization has at least one

Benefits of Becoming a Reviewer

For Individuals

- For professional development and learning
- To learn about how other organizations operate
- To meet other professionals and volunteers from community-based organizations
- For a break from regular work or volunteer responsibilities
- To learn more about accreditation and share with your own

For Organizations

- Builds in-house expertise about the accreditation process
- Brings new ideas from other organizations
- Helps them stay on top of changes in legislation, policies and procedures
- Contributes to quality improvement, planning and client service

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Other ways to be connected

- Register for a [Quality Improvement training](#)
LEAN White, Yellow and Green Belts
- Volunteer as a [Peer Reviewer](#)
- [Join the CCA Board](#)



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Q & A

Sophie Bart, Executive Director
ed@canadiancentreforaccreditation.ca

Dorene Weston, Accreditation Specialist
dweston@canadiancentreforaccreditation.ca

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