

*OUR ROAD TO EXCELLENCE*  
**"JOIN THE JOURNEY"**

**Let' Talk Accreditation**

*What is it?*

- \* It is a process used to promote ongoing quality improvement. It provides quality assurance and public accountability.
- \* It involves agency self-assessment and an external assessment of organizational performance in relation to set standards.
- \* It requires joint commitment and efforts.
- \* It is an earned status.

*Why did we decide to go through Accreditation*

**Community Living Fort Erie wants to promote confidence in the quality service we provide.**

**How it works!**

*There are three parts to the accreditation process*

**Part 1**

**Preparation**

- ◆ Complete a Baseline Gap Analysis. This will assist us in identifying strength and the areas we need to work on to meet standards.
- ◆ Focused work by the agency: educating stakeholders; developing quality culture; planning and implementing policies, practices and processes for meeting standards; submit pre-validation documentation.

**Part 2**

**On-Site Validation**

- ◆ Will start with an orientation meeting by the Validators of Focus Accreditation.
- ◆ The Validators will then begin Data Collection.—Informal and formal interviews/discussions; Observations/spending time with stakeholders; Reviewing documentation.

**Part 3**

**Continuous Quality Improvement**

- ◆ Validators write a report
- ◆ The report is submitted to Focus to be reviewed by the Accreditation Committee.
- ◆ The report is finalized and sent to the agency.
- ◆ From the report findings, the agency must prepare and submit a Quality Improvement Plan before an Accreditation Certificate can issued.

**We Need You!**

**We will be and have been asking for your input and feedback regularly at staff meetings, through surveys, at committee meetings and through one to one discussions. This is your opportunity to participate in the process.**

**Make sure your voice is heard!**

**How are things going?**

- ✓ **We completed the Baseline Gap Analysis.**
- ✓ **We are currently meeting weekly to work through the 17 Domains that make up the accreditation criteria.**

Please check out our "Journey to Accreditation" display walls in the Board Room and Training Room. We started this journey meeting 63 standards. Watch the cars move down the road as we work to meet our goal of 170 standards.

## The Domains

This is a complete list of all the domains that will be addressed during our accreditation process. Each domain comes with a list of standards. Look for more information and the list of standards on each domain in upcoming Newsletters.

## The Cornerstones of High Quality Service



### *Kicking it off !*

To truly kick off and celebrate our journey to accreditation, we have a "Join the Journey" Golf shirt or hat for all people supported and employees.

We will do our best to deliver a hat or Golf shirt to all people supported and employees. However, if we miss you in our travels please pick one up at our main office. See Michelle

**We would like to send out a special thanks to R. & J. LogoIT**