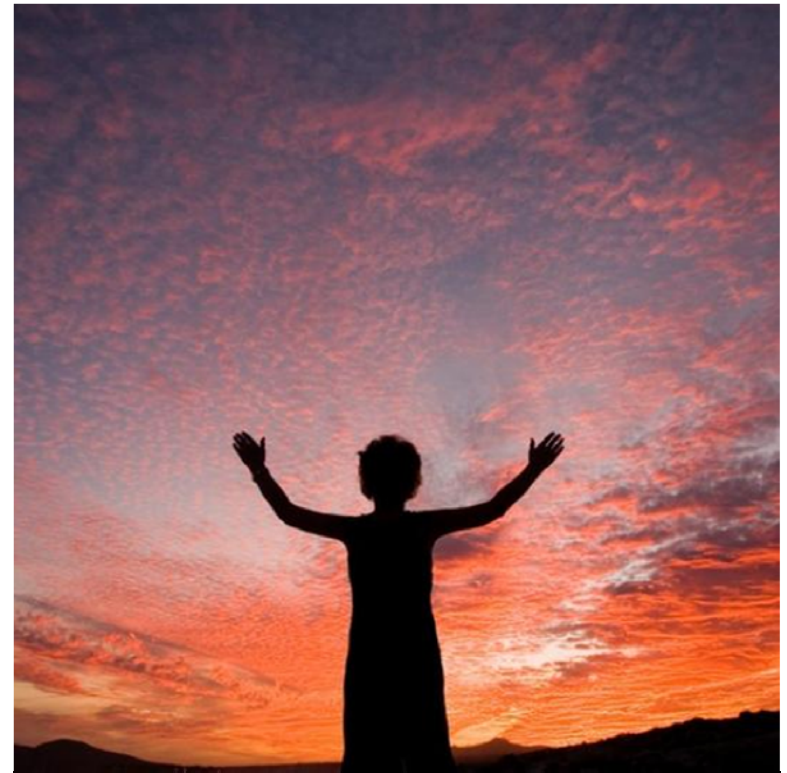




*Inspiring Possibilities*  
*... in an Inclusive Community that only sees Abilities*

615 Industrial Drive P.O. Box 520 Fort Erie,  
Ontario L2A 5Y1  
Phone: 1-905-871-6770 Fax: 1-905-871-3339

# ACCREDITATION



*Inspiring Possibilities*  
*... in an Inclusive Community that only sees Abilities*

# Community Living - Fort Erie

is Committed to Providing  
High Quality Services.

Accreditation will help us learn how to do this!

## The Cornerstones of High Quality Service

### EFFECTIVE GOVERNANCE & LEADERSHIP

- 5) Governance, Leadership & Accountability
- 6) Finances
- 7) Risk Management

### A LEARNING CULTURE

- 8) Organizational Learning & Improvement
- 9) Human Resources
- 10) Community Connections & Partnerships

### PERSON-CENTRED SERVICES

- 1) Ethical Practices, Rights & Responsibilities
- 2) Outcomes for People Using Services
- 3) Effective Communication
- 4) Important Relationships

### INCLUSIVE & FLEXIBLE SERVICES

- 14) Services in a Person's Home
- 15) Services During the Day
- 16) Children's Services
- 17) Clinical Services

### COMPREHENSIVE STRUCTURES & PROCESSES

- 11) Health, Safety & Wellness
- 12) Accessibility
- 13) Records Management

Share Your Ideas!



Share your New Ideas with  
Michelle!

By e-mail:

[mdellaventura@clfe.ca](mailto:mdellaventura@clfe.ca)

By Mail:

Michelle Dellaventura  
Manager of Quality Assurance  
Community Living –Fort Erie  
P. O. Box 520  
Fort Erie, Ontario L2A 5Y1

By phone:

905-871-6770 ext. 250

# Summary of Accreditation

How can YOU get involved in  
Accreditation?

- ⇒ You can talk to a validator.
- ⇒ You can tell someone at  
Community Living what you  
like and don't like about your  
services.
- ⇒ You can make a movie to tell  
us what you like and don't  
like.
- ⇒ You can make the rules by  
being in a discussion group.
- ⇒ New ideas...

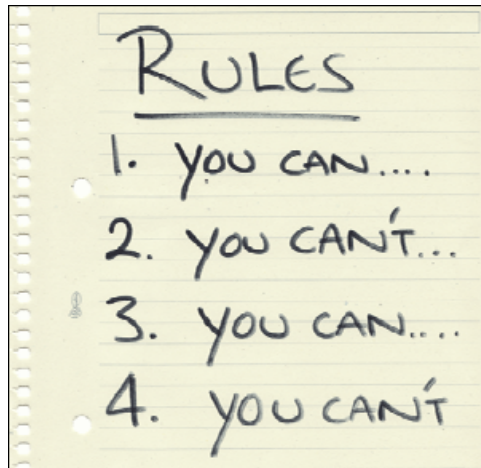
**What is  
Accreditation?**



It is using a set of  
rules  
to make sure  
that people  
get good  
services  
from their  
organization

RULES  
1. YOU CAN....  
2. YOU CAN'T...  
3. YOU CAN...  
4. YOU CAN'T

# Rules?



Another word  
for Rules is  
**STANDARDS**

## Speak Up!



You can  
also **Tell**



staff or  
managers

at



what you

**Think**



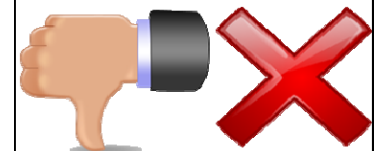
about the Services You use.

♦ What you  
**Like**



&

♦ What you  
**Don't Like**





## How can you tell Focus what you think about the services you use from Community Living?

- ◆ You can **Tell**  a validator

- ◆ What is a **Validator**?



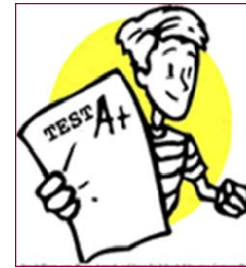
- ◆ What kinds of questions will they **Ask** me?



- ◆ What if I **don't like talking** to new people?

- Lets think about this! -

## What does it mean to become Accredited?



- ◆ Getting Accredited is like passing a **Test**.
- ◆ It means that the organization **followed all the rules/standards** and **they do a good job** at helping people who use their services.

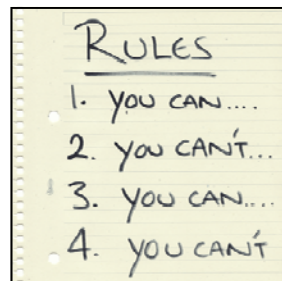


# What is Focus Accreditation?

**Focus Accreditation** is a company that does accreditation.



**They make rules for organizations.**



**They also make sure that organizations like “Community Living—Fort Erie”**



**follow these rules and do their job well.**

# Why Does Speaking UP Matter?

It's **You** using the



that is service.

If you're **Not Happy** with services,



we need to know so we can try and get better.

**Accreditation** is a way for you to make sure that the **Services** that you get are **Good.**



# Why Does Speaking UP Matters?

Why do you think it might be important for you to

**Tell**



**FOCUS**



about what you

**Think** about the **Services** you use from



**COMMUNITY LIVING**  
Fort Erie

*Inspiring Possibilities*

*... in an Inclusive Community that only sees Abilities*

# Why go through Accreditation?

- ♦ If the organization does their job well and follows all the rules,

**Focus**

Accreditation

will give them a certificate!



- ♦ The **Certificate** tells other people that they are a good organization, that they follow all the rules and that they do their job well.



# How can **YOU** be a part of **Accreditation?**



## Speak Up!



**Focus**



**Accreditation** needs to  
know if you

are **Happy**



or

**Not**



**Happy** with

the **Services**  
you get from your  
**Organization.**



You can  
**Tell Focus how you feel!**