



Canadian
Accreditation
Council

Conseil
d'accréditation
canadien

**BECAUSE YOUR
WORK MATTERS**



95% of survey respondents are satisfied with CAC's accreditation process and would recommend CAC accreditation to other organizations.

WELCOME

As an organization that has spent more than 40 years working with organizations that provide services to a number of people, we have come to appreciate the value of teamwork.

No matter how skilled or talented we are in our professions, we all rely on the strength of others to provide quality services to society's most vulnerable.

The Canadian Accreditation Council (CAC) prides itself on being a reliable teammate to organizations striving to establish efficient governance structures, produce effective outcome reporting, and ensure their practices are grounded in a strong policy framework.

We believe accreditation is more than a plaque you hang on your wall; it is a demonstration of the difference you make in the lives of those you serve.

Over the past 40 years we have partnered with hundreds of organizations to guide and support their achievement of excellence.

As you go through this material, we trust you will sense our values and the collaborative approach we take to accreditation. For CAC, people are just as important as the process.

CAC would value the opportunity to journey with you as you continue to work hard on behalf of those you serve.

Your work helps others grow, develop, and succeed. So does ours.

Contact us today to find out how accreditation can help your organization be its best.

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Accredited by:



THE BENEFITS OF ACCREDITATION

We know you want to do good in the world, but day-to-day it's a challenge. Everything from governance to staffing to service delivery needs your attention. Even when things are running smoothly, you wish you could do more to save time and improve sustainability.

Your work matters. What if it could be easier?
CAC's accreditation process promises to have a positive impact on your business, on your staff, and on the lives of the people you serve.

FOR YOUR ORGANIZATION

Confidence among board members and management that policies are sound, comprehensive, and adhered to throughout the organization.

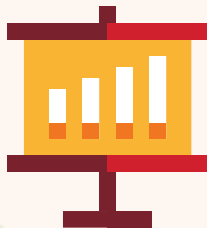


A system for measuring and tracking outcomes that allows you to demonstrate the success of your programs.

Easier decision-making.

Proof that your organization and programs meet or exceed industry standards.

A solid framework for long-term success.



Systems that help you refine your programs to minimize risk and maximize impact.

Improved staff morale and well-being, resulting in greater stability and less turnover.



FOR YOUR STAFF

Better teamwork, stronger teams.



Greater feeling of security and readiness.

Refined procedures that save time and reduce conflict.



Increased confidence in decision-making.

A shift from crisis-management toward more managed care.

A clear sense of their responsibilities.



Enhanced skills.

A greater understanding of the purpose and value of their work, and their contribution to the organization as a whole.

FOR YOUR PERSON SERVED

Reassurance that the organization has high standards and that they will be receiving the best possible programs and services.



Confidence that they will be treated as individuals, and that the culture and diversity they bring with them will be respected and accommodated.

Confidence that their rights will be communicated, respected, and protected.



Greater consistency in their days.

Safe, secure, and accommodating facilities



A greater voice in the programs and services they participate in.

Improved quality of life.

ABOUT

Accreditation is a thorough, independent, peer review and evaluation of an organization's structures, programs, and practices against internationally-accepted standards.

The Canadian Accreditation Council is an internationally recognized non-profit organization that specializes in accrediting community health and human services programs and organizations.

Founded in 1974 in Edmonton, Alberta, Canada, CAC was built from the ground up by a group of human services professionals who were passionate about improving the quality of children's services. Their approach to establishing excellence in practice was inclusive and collaborative, involving front-line workers in establishing the standards and processes that remain the foundation of what we do today.

As our reputation for facilitating excellence grew, CAC was approached by other types of service providers seeking quality assurance and service excellence. CAC expanded into accrediting youth, adult, family, and various specialized community-based programs.

Today, with our extensive experience and exceptional standards, CAC has become the leading expert in accrediting community health and human services in Canada

THE CAC DIFFERENCE

We accredit programs and organizations across Canada and internationally, approaching our work with a deep understanding of local needs, the social determinants of health, and the front-line challenges your staff faces.

Since our inception, we've been hands-on, feet-on-the-ground, at the front line with our client organizations, so for us, accreditation is personal. Our reviews take place where the work happens: where services are being delivered and received. We invest time and staff to provide meaningful support to you and your organization throughout the accreditation process to give you the greatest opportunity for success.

Our superior standards of excellence for governance, management, and service delivery are tailored specifically to community health and human services. We are unique in offering special designations for Indigenous and cultural programs, addictions programs, intensive treatment programs, and mental health programs.

Here at CAC we believe so strongly in the benefits of accreditation that we undergo accreditation ourselves. Our organization and our standards are accredited by the International Society for Quality in Health Care External Evaluation Association (IEEA), the leading international health care evaluation program.



*100% of survey respondents say
CAC's standards improved their
organizations.*

THE PROCESS

Becoming accredited by CAC is, on average, a 16-month process that begins when you submit an application. Here's what you can expect once you've applied:

1

Receive materials, timelines, and key dates for deliverables.

2

Meet with your CAC support coordinator for orientation. Your support coordinator will remain available to you throughout the accreditation process and onward, for as long as you are accredited by CAC.

3

Enter a self-study period where you familiarize yourself with our standards and assess how well your organization and programs correspond to them. You will use this time to identify and implement any changes, additions, or enhancements necessary to ensure your organization and programs meet the established standards.

4

Check-in with your review team to get feedback on your strengths, as well as the areas that need further work within your organization and programs to meet the standards.

5

Make any additional changes to come up to standard, based on the feedback from your review team.

6

Gather material and arrange interviews in preparation for your review team's on-site or virtual visit.

7

Welcome your review team and present material. Your review team will spend 2-5 days making observations, reviewing documentation, and talking with board, staff, and persons served in order to provide a thorough assessment of how you operate.

8

Receive the review results.

9

If areas were deemed to need further attention, you will have an opportunity to respond to the review findings, and submit your comments to the accreditation panel.

10

Receive final decision on accreditation status from CAC's accreditation panel.



ACCREDITATION PACKAGE

EVERYTHING YOU NEED TO SUCCEED



Ongoing personal support from our accreditation experts

Access to superior program-specific industry standards



On-site orientation to the accreditation process

Exclusive tools, policy samples, and information sessions developed through our work with hundreds of organizations just like yours.



A preliminary review to help you better prepare for your site visit

A full report of the review team's findings

Opportunities to network with others in your field

Public acknowledgment of your successful accreditation



At CAC, we believe people are just as important as the process.



Want to join the hundreds of other organizations enjoying the many benefits of a CAC accreditation?

Contact us today to find out how accreditation can help your organization be its best.

"We'd been accredited by another agency and never really felt like they got what we did here. It felt as if we were being measured against a checklist that didn't fit. When we switched to CAC we felt like they totally understood what we do, the programs we offer, and the kind of care we give people."

The CAC staff we've worked with are excellent: professional, friendly, kind, helpful, respectful, courteous. Everything you could want."

Nola Jeffrey, Executive Director
Tsow-Tun Le Lum Society, British Columbia

"CAC gives me the standards we have to maintain as a service delivery organization. It indicates to people that we've met a high standard of service delivery and that we're committed to maintaining it."

What I really appreciate about CAC is that it's the only accrediting body that supports the Indigenous community and Indigenous service delivery by having Indigenous program standards."

Donald Langford, Executive Director
Metis Child and Family Services Society, Alberta

"CAC accreditation initiated a lot of change for us, and even though it was a lot of work, it was really a worthwhile endeavor. We not only adapted our practices to CAC standards, we standardized our processes and got into the habit of maintaining them. At any given time we know our policies, processes, and staff training are all up to date. Supervision and team meetings have improved. We've added a quality improvement plan. I think our clients feel an extra measure of respect and empowerment. Everything flows easier."

Cindy Ginnish, Executive Director
Rising Sun (Nadari) Native Alcohol & Drug Abuse Rehabilitation Association Inc., New Brunswick

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