

LEADING THROUGH CHANGE



ANNUAL REPORT



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Words from our President and CEO

While the past year continued to be one full of economic and health related challenges, the Canadian Accreditation Council (CAC) accomplished a great deal of work through relationship, collaboration, innovation, and adaptability. CAC quickly and successfully modified to provide virtual accreditation reviews as well as beginning the process moving toward in-person reviews (where it was safe to do so). This allowed opportunities and flexibility for organizations to work in a manner that met their needs while ensuring best practice standards continued and that the highest of quality care was met.

During this reporting year, the CAC Board of Directors was pleased to recruit and hire a new CEO, Chris Mahoney. Chris is a dedicated and committed leader who has a 20-year history with CAC, having been in roles from reviewer, team lead, administrative reviewer, and committee member. In addition, Chris has worked in the human services field for over 25 years bringing a wealth of experience regarding the sector.

CAC continued to grow in the number of organizations joining CAC this past year resulting in the creation of new staff positions in accreditation and support services.

Our value of working in relationship and collaboratively with CAC organizations was demonstrated during the pandemic as we succeeded in staying connected, engaged and in meaningful partnership with all our stakeholders. Thank you everyone! And special thanks to our very hardworking CAC Board of Directors and staff team who kept a positive can-do spirit all during this time!

With our theme of “Leading Through Change”, CAC is dedicated to demonstrating and living CAC’s values! We will model resilience, innovation, success, accountability and most importantly, the power of building strong relationships. We look forward to working alongside all CAC stakeholders and are very grateful for each of you and for your ongoing support – let’s forge our way forward together! Thanks, again!



Cheryl Whiskeyjack
CAC Board President



Chris Mahoney
CAC Chief Executive Officer

Our Accomplishments

Leading Through Change

It has been a busy year for CAC with many changes and challenges, especially with the ongoing global pandemic, but CAC has persevered and become stronger for it. We have moved forward with our upcoming accreditation, preparing for our survey in June of 2022. As well, we have welcomed our new CEO, Chris Mahoney, to the organization, brought on new staff to help us with our ongoing growth, and continued to provide exceptional services to all of our organizations across the country.



Directional Growth and Accomplishments :



Hired
permanent
CEO



Strong
financial
position



Continued to
provide improved
support services



Brought on new staff
to support ongoing
growth



Conducted
virtual
surveys



Continued
increase to
client base



Continued to
develop strong
client relationships



Working towards our
ISQua IEEA
accreditation

Year in Review

1136 Programs
from **211**
organizations
accredited or in
the process with
CAC from across
Canada



Gained
30 new
organizations
this year



295

Programs
granted
accreditation

21

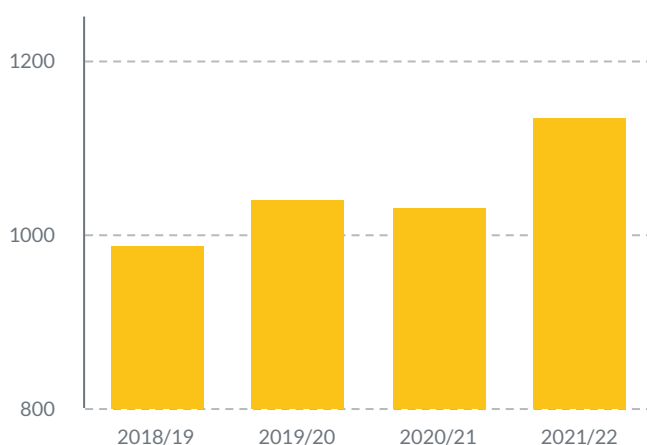
New Reviewers
trained

76

Applications for
accreditation
received

54

Onsite surveys
completed



Net Program Growth

Over the past 4 years we have seen growth in the number of programs we accredit across the country, moving from 989 to over 1100 over the course of the 4 years. There was a slight decline in the number of programs in the 2020/2021 year due mainly to COVID-19, but we are continuing to see programs reopening.

Accredited Organizations

We would like to congratulate the following organizations on achieving their accreditation this year.

Aboriginal Choices
Accessible Housing (CHF)
Trellis Society for Community
Impact (Formerly Aspen Family
& Community Network Society)
Boyle Street Community Services
Bridges Family Programs
Association of Southeastern
Alberta
Calgary Alpha House (CHF)
Calgary Urban Project Society
(CHF)
Calgary Alpha House Society
Calgary Women's Emergency
Shelter Association
Cook Counselling Services
Cross Roads Residential Youth
Care Association
Discovery House Community
(CHF)
Dream Centre (CHF)
Edmonton Mentor Network Inc.
Grande Prairie Friendship Centre

Henry Three Suns Child and
Youth Society
Heritage Family Services
HF Resources
Interlake Reserves Tribal Council
Inc.
Kainaiwa Children's Services
Corporation
Kids Kottage
Kindred Connections Community
McMan Youth, Family and
Community Services Assoc.
Mistahey Misqua Treatment
Centre
Mount Moriah Homes Inc.
Native Counselling Services of
Alberta - Edmonton
Norwood Child and Family
Resource Centre
Opokaa'sin Early Intervention
Society
Oskikemaw Youth Home

Parkland Youth Homes Society
Pathways Community Services
Association
Peguis Al-Care Treatment Centre
Piheiw Lodge Ltd.
Pine Creek First Nation Health
Centre
Renascence Home Association
Rising Above Ministry
Sto:lo Nation Health Services
Terra Centre for Teen Parents
The Alex (CHF)
The Calgary John Howard
Society (CHF)
Unlimited Potential Community
Services Society
Wapski Mahikan Society
Wood Buffalo Wellness Society
Woods Homes (CHF)
Young Spirit Winds Treatment
Program
Youth Assessment Centre - Lac
La Biche

Testimonials

Without the guidance of CAC we would not be as recognized and accepted by the public as key informants of supporting clients become healthier. They have ensured our vision and successes in establishing a positive organization in building trust.

-Jack Penashue, Executive Director, Charles J Andrew Youth and Family Treatment Centre

During our tenure with CAC we have appreciated how open, supportive and transparent they have been with the accreditation process, as well as their support in maintaining our status. Acquiring and maintaining an organizations accreditation is quite simply a great deal of work and administrative overlay. CAC has been very understanding of the commitment that the organization is making and has demonstrated this repeatedly in their interactions with us.

-Dan Verstraete, CEO, Parkland CLASS

THANK YOU TO OUR VOLUNTEERS

Thank you to all of our volunteers for another successful year of accreditations during this pandemic, you have all worked tirelessly to help us complete this important work for our organizations. Without you we would not be the success we are today.

From all of us at CAC, thank you for all you have done!

” The support throughout the process was friendly, responsive, and helpful. The Review Team was friendly, professional, and efficient. Thank you for making the process as easy as possible.

” Excellent job by the review team, approachable, thorough, professional, and efficient.

” Thank you to our review team for the professional, courteous, and friendly care during the process. I look forward to future opportunities to interact.

” Our team found the virtual process went very well. The CAC reviewers were kind and patient and walked us through everything so all ran smoothly.



Financial Summary

For an up to date review of CAC's Financial Statements, please contact our Finance and HR Manager at lhayes@cacohs.com.

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